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ABSTRACT

This report contains annex materials from a study conducted for the New Jersey State Library (NJSL) with two major objectives: (1) to determine how much it costs two state contract libraries--the Central Library of the Newark Public Library and the Bureau of Law and Reference of the New Jersey State Library--to provide supplemental question handling and interlibrary loan and photocopying services to libraries in New Jersey; and (2) to provide NJSL with recommendations for compensation strategies for the next 5 years. The annexes bring together back-up material, including preliminary tables from the contract libraries, which provide an audit trail for those who are interested in retracing the steps involved in gathering and refining the data for the study. Also included are reports prepared by the staff at the Newark Public Library and at the Bureau of Law and Reference characterizing their collections based on the conceptual framework applied during the study process. (GL)

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COSTING QUESTION HANDLING AND ILL/PHOTOCOPYING

A Study of Two State Contract Libraries in New Jersey

VOLUME II:

Annexes

Prepared by
Barbara M. Robinson
For the New Jersey State Library

IR053175

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January 1989

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TABLE OF CONTENTS

I. Annex Tables: Newark Public Library

II. Annex Tables: The Bureau of Law and Reference

III. Characterizing Reference Resources at Newark Public Library

IV. Characterizing Reference Resources at The Bureau of Law and Reference

Annex Tables:

Newark Public Library

NPL-1: Surveyed Labor Costs by Administrative Units
(dollars)

Unit	No		Reference-related Functions									
			1	2	3	4	5	6	7	8	9	Subtotal
61	3	Central	0	7577	7577	37887	2273	1515	3789	0	0	60619
62+	21	Support	25563	3849	5481	6961	12924	4861	1560	8392	1548	71139
63-	9	Arts	88062	29453	9468	14739	1350	12488	3804	5158	7114	171636
64	12	Sciences	109498	24979	11071	10075	2853	3436	3862	1243	2081	169098
65	13	Humanities	91461	44309	8286	32943	4715	1116	3184	0	2959	188974
66	11	Business	129652	16330	5493	10837	475	5058	6427	1582	10923	186779
67	11	NJ Referen	119733	89762	784	8819	3920	6728	3920	2652	3475	239792
80	80	Sum	563970	216260	48160	122262	28511	35203	26544	19026	28100	1088037

	Non-Reference Functions							
	10	11	12	13/ILL	14/ColM	15/use	Subtotal	Total
Central	26988	1449	3622	7245	0	0	39304	99923
Support	13088	5579	4052	154126	170817	50601	398265	469403
Arts	7838	2267	1701	9997	34158	1051	57013	228649
Sciences	1321	3358	414	829	100636	12261	118819	287918
Humanities	919	0	0	1224	61739	13744	77625	266599
Business	24145	4676	0	11358	44214	13578	97971	284749
NJ Referen	20909	3537	3327	4387	23296	0	55456	295249
Sum	95207	20867	13117	189165	434861	91236	844453	1932490

Supplemental Reference Functions									ILL/Photocopying			
1	2	3	4	5	6	7	8	9	1	2	3	Total
0	758	758	17049	0	0	379	0	0	0	0	0	0
4653	1924	1650	1842	893	2352	968	1173	330	38883	1797	11904	72583
41190	11476	3042	6261	536	4822	1897	1823	5546	6300	1773	1924	9997
1552	0	8158	0	0	0	0	0	0	0	0	0	0
22704	5049	357	4101	292	8	18	0	22	0	0	0	0
11747	7000	2386	3206	475	4017	2306	1266	1967	7950	0	3407	11358
35370	44881	392	4409	0	3364	1960	1943	647	0	0	0	0
117215	71088	16742	36869	2196	14562	7528	6206	8511	73133	3569	17235	93937

Note:
Column headings follow questionnaire item numbers.

NPLPER-1: Adjusted Labor Costs by Unit
(dollars)

Category	Director (11)	Business (21-24)	Dvlpmnt (31)	External (32)	Graphics (33)	Physical (41-43)	Tech serv (51)	Acquist (52)
Subtotal: personnel	123233	584808	44609	61286	75723	750793	78569	233545
Insurance benefits	10869	51578	3934	5405	6679	66217	6930	20598
Retirement (3.3%)	4070	19316	1473	2024	2501	24799	2595	7714
Social Security (3.375%)	4159	19737	1506	2068	2556	25339	2652	7882
Loaded Labor Costs	142331	675439	51522	70784	87458	867148	90745	269739
Share to branches	10%	20%	0%	0%	15%	12%	21%	30%
Branch $ allocation	-14233	-135088	0	0	-13119	-104058	-19057	-80922
Net labor cost	128098	540352	51522	70784	74340	763090	71689	188817
Adjustment	0	-127682	0	0	0	0	0	0
Total labor cost	128098	412670	51522	70784	74340	763090	71689	188817

Category	Bindery (53)	Catalog (54)	Circul (55)	Cent lib (61)	Support (62)	Arts (63)	Sciences (64)	Humnts (65)
Subtotal: personnel	75987	289642	227708	131752	301446	235399	201811	216985
Insurance benefits	6702	25545	20083	11620	26586	20761	17799	19137
Retirement (3.3%)	2510	9567	7521	4352	9957	7775	6666	7167
Social Security (3.375%)	2565	9775	7685	4447	10174	7945	6811	7323
Loaded Labor Costs	87763	334530	262997	152170	348163	271880	233087	250613
Share to branches	0%	30%	2%	0%	0%	0%	0%	0%
Branch $ allocation	0	-100359	-5260	0	0	0	0	0
Net labor cost	87763	234171	257737	152170	348163	271880	233087	250613
Adjustment	0	0	0	-52248	121240	-43232	54831	15986
Total labor cost	87763	234171	257737	99923	469403	228649	287918	266599

Category	Business (66)	New Jer (67)	Popular (68)	Branches (71-85)	Row Totals
Subtotal: personnel	233277	241966	348863	1217429	5674831
Insurance benefits	20574	21341	30768	107373	500500
Retirement (3.3%)	7705	7992	11523	40212	187440
Social Security (3.375%)	7873	8166	11774	41088	191526
Loaded Labor Costs	269429	279465	402929	1406102	6554296
Share to branches	0%	0%	0%	0%	0%
Branch $ allocation	0	0	0	472095	0
Net labor cost	269429	279465	402929	1878196	6554296
Adjustment	15320	15784	0	0	0
Total labor cost	284749	295249	402929	1878196	6554296

Table NPL-4: Adjusted Mod 5 Budget, 1987
($1000s)

Category	Director (11)	Business (21-24)	Dvlpmnt (31)	External (32)	Graphics (33)	Physical (41-43)	Tech serv (51)
Total labor cost	128.1	412.7	51.5	70.8	74.3	763.1	71.7
Utilities	45.0					145.0	
Data processing		10.0					
Education/training	26.0	2.6	17.0			2.6	3.1
Other services		243.0			10.0	149.5	
Subtotal: services	71.0	255.6	17.0		10.0	297.1	3.1
Books/publications	9.7						
fuel						55.0	
Other materials/supplies		63.0			23.3	76.8	
Subtotal: materials	9.7	63.0			23.3	131.8	
Total non-labor	80.7	318.6	17.0		33.3	428.9	3.1
Total operating	208.7	731.2	68.5	70.8	107.6	1191.9	74.7

Category	Acquist (52)	Bindery (53)	Catalog (54)	Circul (55)	Cent lib (61)	Support (62)	Arts (63)	Sciences (64)	Humnts (65)
Total labor cost	188.8	87.8	234.2	257.7	99.9	469.4	228.6	287.9	266.6
Utilities									
Data processing	75.0		50.0		70.0				
Education/training					13.8				
Other services		40.0				25.0			
Subtotal: services	75.0	40.0	50.0		83.8	25.0			
Books/publications						14.5	53.1	164.1	135.1
fuel									
Other materials/supplies		2.5							
Subtotal: materials		2.5				14.5	53.1	164.1	135.1
Total non-labor	75.0	42.5	50.0		83.8	39.5	53.1	164.1	135.1
Total operating	263.8	130.3	284.2	257.7	183.7	508.9	281.7	452.0	401.7

Category	Business (66)	New Jer (67)	Popular (68)	Branches (71-85)	Row Totals
Total labor cost	284.7	295.2	402.9	1878.2	6554.3
Utilities				86.1	276.1
Data processing				10.3	215.3
Education/training				8.2	73.1
Other services				28.0	495.5
Subtotal: services				132.6	1060.0
Books/publications	115.8	38.6	130.3	304.0	965.0
fuel				15.5	70.5
Other materials/supplies					165.6
Subtotal: materials	115.8	38.6	130.3	319.5	1201.1
Total non-labor	115.8	38.6	130.3	452.0	2261.1
Total operating	400.5	333.8	533.2	2330.2	8815.3

NPLFLR-1: Space Allocation
(Square feet)

	Main Building, Floor:						Sub	Maintenance Building:			Sub
Program	Sub 2	Sub 1	First	Second	Third	Four	total	First	Second	Third	total
Collection use			1790	1194	82		3066				0
Collection mntnce	1674		13590	7055	234	3617	26170		2959	81	3040
Reference Collection		6064	584				6648			1190	1190
Inter Lib Loan				816			816				0
Art					7177		7177				0
Music					1739		1739				0
U.S. Documents		7400					7400				0
New Jersey					3465		3465				0
Hum/Soc Sci				5686			5686				0
Total 12-16	0	7400	0	5686	12381	0	25467	0	0	0	0
Other direct staff	1130		851		1369		3350		250	347	597
Administrative					1616	1517	3133				0
Public Space				5036	897	2179	8112				0
Other Services			277		2706		2983		313	680	993
Overhead			3644	2189		1846	7679	4870	1299	2561	8730
Non-rentable space	4000		2209	1285	912	783	8406	650	699	661	2010
Total space	6804	13464	22945	23261	20197	9942	95830	5520	5520	5520	16560
Rentable space	2804	13464	20736	21976	19285	9159	87424	4870	4821	4859	14550
Rent ($/sq ft)	$7.00	$7.00	$15.00	$15.00	$15.00	$15.00	$13.51	$10.00	$10.00	$10.00	$10.00
Total rent	19628	94248	311040	329640	289275	137385	1181216	48700	48210	48590	145500

				Business Library:				Sub	Grand
Program	Vailsburg	NorthEnd	Nwk News	Bsmnt	One	Two	Three	total	Total
Collection use								0	3066
Collection mntnce						560		560	29770
Reference Collection	1215	300	2619	1400	1344		1500	4244	16216
Inter Lib Loan								0	816
Art								0	7177
Music								0	1739
U.S. Documents								0	7400
New Jersey								0	3465
Hum/Soc Sci								0	5686
Total 12-16	0	0	0	0	0	0	0	0	25467
Other direct staff				840			740	1580	5527
Administrative								0	3133
Public Space					896	1680		2576	10688
Other Services								0	3976
Overhead								0	16409
Non-rentable space								0	10416
Total space	1215	300	2619	2240	2240	2240	2240	8960	125484
Rentable space	1215	300	2619	2240	2240	2240	2240	8960	115068
Rent ($/sq ft)	$7.00	$7.00	$7.00	$8.00	$15.00	$15.00	$15.00	$13.25	$12.81
Total rent	8505	2100	18333	17920	33600	33600	33600	118720	1474374

NPL-5: Imputed Rental Costs

Program	Total $1000	Sq ft Total area	Sq ft Percent share
Collection use	46.0	3066	2.7%
Collection mntnce	418.0	29770	25.9%
Reference Collection	145.9	16216	14.1%
Inter Lib Loan	12.2	816	0.7%
Art	107.7	7177	6.2%
Music	26.1	1739	1.5%
U.S. Documents	51.8	7400	6.4%
New Jersey	52.0	3465	3.0%
Hum/Soc Sci	85.3	5686	4.9%
Subtotal	322.8	25467	22.1%
Other direct staff	65.0	5527	4.8%
Administrative	47.0	3133	2.7%
Public Space	160.3	10688	9.3%
Other Services	54.7	3976	3.5%
Overhead	202.5	16409	14.3%
Total rentable value	1474.4	115068	100.0%

NPL-6: Floor Space and Imputed Rent by Function

	- - - Rent - - -		- - - Area - - -	
Program	1000s dollars	Percent share	Square feet	Percent share
Collections	886.7	60.1%	71453	62.1%
Collection use	46.0	3.1%	3066	2.7%
ILL	12.2	0.8%	816	0.7%
Staff/other	314.5	21.3%	25069	21.8%
Other programs	54.7	3.7%	3976	3.5%
Public space	160.3	10.9%	10688	9.3%
Total	1474.4	100.0%	115068	100.0%

NPL-7: Reallocated Mod 5 Budget

Category	Overhead (11-32)	Graphics (33)	Physical (41-43)	Collect (51-54,68)	Circul (55)	Surveyed (61-67)	Other (71-85)	Total	Percent Shares
Surveyed labor						1932.5		1932.5	21.9%
Other labor	663.1	74.3	763.1	985.4	257.7		1878.2	4621.8	52.4%
Total labor	663.1	74.3	763.1	985.4	257.7	1932.5	1878.2	6554.3	74.4%
Data processing	10.0			125.0		70.0	10.3	215.3	2.4%
Books/publications	9.7			130.3		521.1	304.0	965.0	10.9%
Other	396.6	33.3	428.9	45.6		38.8	137.8	1080.8	12.3%
Total non-labor	416.2	33.3	428.9	300.8	0.0	629.9	452.0	2261.1	25.6%
Total operating	1079.3	107.6	1191.9	1286.2	257.7	2562.3	2330.2	8815.3	100.0%
Percent shares	12.2%	1.2%	13.5%	14.6%	2.9%	29.1%	26.4%	100.0%	

NPL-8: Summary Labor budget

Category	Question handling (1)	Other ref (2)	ILL/ photo (3)	Collect. maint. (4)	Circul/ inhouse (5)	Other prgrms (6)	Public space (7)	Total (8)	Percent shares
Surveyed staff (61-67)	564.0	524.1	189.2	434.9	91.2	129.2		1932.5	29.5%
Graphics staff (33)				37.2		37.2		74.3	1.1%
Collection staff (51-54,68)				985.4				985.4	15.0%
Circulation staff (55)					257.7			257.7	3.9%
Other staff (71-85)						1878.2		1878.2	28.7%
Physical direct (41-43)			5.4	473.9	20.3	26.4	70.9	596.8	9.1%
Subtotal, direct	564.0	524.1	194.6	1931.3	369.3	2070.9	70.9	5725.0	87.3%
Shares (%)	9.9%	9.2%	3.4%	33.7%	6.5%	36.2%	1.2%	100.0%	
Physical ovrhd (41-43)	16.4	15.2	5.7	56.1	10.7	60.1	2.1	166.2	2.5%
Overhead (11-32)	65.3	60.7	22.5	223.7	42.8	239.9	8.2	663.1	10.1%
Subtotal, overhead	81.7	75.9	28.2	279.8	53.5	300.0	10.3	829.3	12.7%
Total	645.7	600.0	222.8	2211.0	422.8	2370.9	81.1	6554.3	100.0%
Shares (%)	9.9%	9.2%	3.4%	33.7%	6.5%	36.2%	1.2%	100.0%	

NPL-9: Summary Materials and Services Budget

Category	Question handling (1)	Other ref (2)	ILL/ photo (3)	Collect. maint. (4)	Circul/ inhouse (5)	Other prgrms (6)	Public space (7)	Total (8)	Percent shares
Data processing				205.0		10.3		215.3	9.5%
Books/publications				661.0		304.0		965.0	42.7%
Other-other						137.8		137.8	6.1%
Other-graphics				16.7		16.7		33.3	1.5%
Other-collection				45.6				45.6	2.0%
Other-physical, direct			3.0	266.3	11.4	14.8	39.8	335.4	14.8%
Other-physical, overhead	9.2	8.6	3.2	31.5	6.0	33.8	1.2	93.4	4.1%
Other-overhead	39.1	36.3	13.5	133.8	25.6	143.4	4.9	396.6	17.5%
Other-surveyed	3.8	3.5	1.3	13.1	2.5	14.0	0.5	38.8	1.7%
Subtotal-other	52.1	48.4	21.0	506.9	45.5	360.5	46.4	1080.8	47.8%
Total materials/svcs	52.1	48.4	21.0	1372.9	45.5	674.8	46.4	2261.1	100.0%
Percent shares	2.3%	2.1%	0.9%	60.7%	2.0%	29.8%	2.1%	100.0%	

NPL-10: Summary Imputed Rent Budget

Category	Question handling (1)	Other ref (2)	ILL/ photo (3)	Collect. maint. (4)	Circul/ inhouse (5)	Other prgrms (6)	Public space (7)	Total (8)	Percent shares
Space, direct			12.2	886.7	46.0	54.7	160.3	1159.9	78.7%
Space, indirect	31.0	28.8	10.7	106.1	20.3	113.8	3.9	314.5	21.3%
Total rent	31.0	28.8	22.9	992.8	66.3	168.4	164.2	1474.4	100.0%
Percent shares	2.1%	2.0%	1.6%	67.3%	4.5%	11.4%	11.1%	100.0%	

NPL-11: Total Operating Budget

Category	Question handling (1)	Other ref (2)	ILL/ photo (3)	Collect. maint. (4)	Circ/ inhouse (5)	Other prgrms (6)	Public space (7)	Total (8)	Percent shares
Surveyed staff	564.0	524.1	189.2	434.9	91.2	129.2	0.0	1932.5	18.8%
Other labor	81.7	75.9	33.6	1776.2	331.6	2241.7	81.1	4621.8	44.9%
Total Labor	645.7	600.0	222.8	2211.0	422.8	2370.9	81.1	6554.3	63.7%
Materials/svcs	52.1	48.4	21.0	1372.9	45.5	674.8	46.4	2261.1	22.0%
Subtotal	697.8	648.4	243.8	3583.9	468.3	3045.7	127.5	8815.3	85.7%
Imputed rent	31.0	28.8	22.9	992.8	66.3	168.4	164.2	1474.4	14.3%
Total	728.7	677.2	266.7	4576.7	534.6	3214.1	291.7	10289.7	100.0%
Percent shares	7.1%	6.6%	2.6%	44.5%	5.2%	31.2%	2.8%	100.0%	

Table NPL-U1: Use Measures by Program

Category	Item	Convrsn factor	Use eqvlnt	Percent share
Reference questions	222895	2.00	445790	38.8%
Other reference	126433	2.00	252867	22.0%
Total reference	349328	2.00	698657	60.8%
ILL requests	10478	1.00	10478	0.9%
Photocopies (items)	7643	1.00	7643	0.7%
Sum, ILL/photocopy	18121	1.00	18121	1.6%
Circulation	248255	1.00	248255	21.6%
Number of visitors	368851	0.50	184426	16.0%
Total	984555	1.17	1149458	100.0%

NPL-12: Collection Maintenance Allocation

Category	Use Eqvlnt	Percent share
Question handling	445.8	38.8%
Other reference	252.9	22.0%
ILL/photocopying	18.1	1.6%
Collection use	432.7	37.6%
Other programs		0.0%
Total	1149.5	100.0%

NPL-13: Allocated Operating Budget

Category	Question handling (1)	Other ref (2)	ILL/ photo (3)	Collect. maint. (4)	Circul/ inhouse (5)	Other prgrms (6)	Public space (7)	Total (8)	Percent shares
Surveyed staff	564.0	524.1	189.2		91.2	129.2	0.0	1497.6	14.6%
Other labor	81.7	75.9	33.6		331.6	2241.7	81.1	2845.7	27.7%
Total labor	645.7	600.0	222.8		422.8	2370.9	81.1	4343.3	42.2%
Materials/svcs	52.1	48.4	21.0		45.5	674.8	46.4	888.2	8.6%
Collection mntnce	1774.9	1006.8	72.2		1722.7	0.0	0.0	4576.7	44.5%
Subtotal	1827.0	1055.2	93.2		1768.3	674.8	46.4	5464.8	53.1%
Imputed rent	31.0	28.8	22.9		66.3	168.4	164.2	481.6	4.7%
Grand total	2503.7	1684.0	338.9		2257.4	3214.1	291.7	10289.7	100.0%
Percent shares	24.3%	16.4%	3.3%		21.9%	31.2%	2.8%	100.0%	

NPL-14: Costs per Question Handled and ILL/photo

Number of questions= 222895 Supplmntl questns= 3939
Number of ILL/photo= 18121

Category	Question handling	Percent share	ILL/ photo	Percent share	Supplmntl QH	Percent share
Surveyed staff	$2.53	22.5%	$10.44	55.8%	$29.76	64.1%
Other labor	$0.37	3.3%	$1.85	9.9%	$0.37	0.8%
Total labor	$2.90	25.8%	$12.29	65.7%	$30.12	64.9%
Materials/svcs	$0.23	2.1%	$1.16	6.2%	$0.23	0.5%
Collection maintenance	$7.96	70.9%	$3.98	21.3%	$15.93	34.3%
Subtotal	$8.20	73.0%	$5.14	27.5%	$16.16	34.8%
Imputed rent	$0.14	1.2%	$1.27	6.8%	$0.14	0.3%
Total	$11.23	100.0%	$18.70	100.0%	$46.42	100.0%

NPL-15: Allocated Costs, Including Other Reference

Category	Question handling (1)	Other ref (2)	ILL/ photo (3)	Collect. maint. (4)	Circ/ inhouse (5)	Other prgrms (6)	Public space (7)	Total (8)	Percent shares
Surveyed staff	564.0		189.2		91.2	129.2	0.0	973.6	9.5%
Other labor	81.7		33.6		331.6	2241.7	81.1	2769.7	26.9%
Total labor	645.7		222.8		422.8	2370.9	81.1	3743.3	36.4%
Materials/svcs	52.1		21.0		45.5	674.8	46.4	839.8	8.2%
Collection maintenance	1774.9		72.2		1722.7	0.0	0.0	3569.8	34.7%
Other reference	1347.2				168.4	168.4		1684.0	16.4%
Subtotal	3174.2		93.2		1936.7	843.2	46.4	6093.6	59.2%
Imputed rent	31.0		22.9		66.3	168.4	164.2	452.8	4.4%
Total	3850.9		338.9		2425.8	3382.5	291.7	10289.7	100.0%
Percent shares	37.4%		3.3%		23.6%	32.9%	2.8%	100.0%	

NPL-16: Total Costs per Question Handled and ILL/photo, NPL Central

Number of questions= 222895 Supplmntl questns= 3939
Number of ILL/photo= 18121

Category	Question handling	Percent share	ILL/ photo	Percent share	Supplmntl QH	Percent share
Surveyed staff	$2.53	14.6%	$10.44	55.8%	$29.76	56.7%
Other labor	$0.37	2.1%	$1.85	9.9%	$0.37	0.7%
Total labor	$2.90	16.8%	$12.29	65.7%	$30.12	57.4%
Materials/svcs	$0.23	1.4%	$1.16	6.2%	$0.23	0.4%
Collection mntnce	$7.96	46.1%	$3.98	21.3%	$15.93	30.4%
Other reference	$6.04	35.0%	$0.00	0.0%	$6.04	11.5%
Subtotal	$14.24	82.4%	$5.14	27.5%	$22.20	42.3%
Imputed rent	$0.14	0.8%	$1.27	6.8%	$0.14	0.3%
Grand total	$17.28	100.0%	$18.70	100.0%	$52.47	100.0%

NPL-17: Program Budget by Cost Centers, NPL
($1000s)

Category	Question handling (1)	Other ref (2)	ILL/ photo (3)	Collect. maint. (4)	Circ/ inhouse (5)	Total (6)	Shares (7)
Surveyed staff	564.0	524.1	189.2	434.9	91.2	1803.3	26.6%
Other labor	81.7	75.9	33.6	1776.2	331.6	2298.9	33.9%
Total Labor	645.7	600.0	222.8	2211.0	422.8	4102.2	60.5%
Materials/svcs	52.1	48.4	21.0	1372.9	45.5	1539.9	22.7%
Subtotal	697.8	648.4	243.8	3583.9	468.3	5642.1	83.2%
Imputed rent	31.0	28.8	22.9	992.8	66.3	1141.7	16.8%
Total	728.7	677.2	266.7	4576.7	534.6	6783.9	100.0%
Percent shares	10.7%	10.0%	3.9%	67.5%	7.9%	100.0%	

NPL-18: Allocated Program Budget by Cost Centers, NPL ($1000s)

Category	Question handling (1)	ILL/ photo (2)	Circ/ inhouse (3)	Total (4)	Percent Shares (5)
Surveyed staff	564.0	189.2	91.2	844.4	12.8%
Other labor	81.7	33.6	331.6	446.9	6.8%
Total labor	645.7	222.8	422.8	1291.2	19.5%
Materials/svcs	52.1	21.0	45.5	118.6	1.8%
Collection maintenance	1774.9	72.2	1722.7	3569.8	54.0%
Other reference	1347.2	0.0	168.4	1515.6	22.9%
Subtotal	3174.2	93.2	1936.7	5204.1	78.7%
Imputed rent	31.0	22.9	66.3	120.2	1.8%
Total	3850.9	338.9	2425.8	6615.5	100.0%
Percent shares	58.2%	5.1%	36.7%	100.0%	

Annex Tables:

New Jersey State Library

Table NJSLSVY-5: Summary of Surveyed Staff

	Total dollars	Percent shares	Total days	Percent shares	Cost per hour
Reference functions:					
1. Question handling	320.7	23.3%	1952.5	17.5%	$25.27
2. Develop resources	137.6	10.0%	955.7	8.6%	$22.15
3. Education	40.8	3.0%	217.0	1.9%	$28.90
4. Management	90.2	6.6%	445.8	4.0%	$31.13
5. Special projects	20.8	1.5%	162.1	1.5%	$19.76
6. Consulting	27.8	2.0%	153.5	1.4%	$27.85
7. Data work	11.2	0.8%	68.3	0.6%	$25.29
8. ILL reference	6.4	0.5%	48.7	0.4%	$20.27
9. Reference related	36.3	2.6%	352.5	3.2%	$15.83
Subtotal	691.8	50.3%	4356.0	39.0%	$24.43
ILL/photocopying	117.3	8.5%	1216.6	10.9%	$14.84
Collection mntnce	191.3	13.9%	2296.3	20.6%	$12.82
Circulation	62.2	4.5%	714.4	6.4%	$13.41
Other duties	312.3	22.7%	2582.0	23.1%	$18.60
Subtotal	683.1	49.7%	6809.3	61.0%	$15.43
Total	1374.9	100.0%	11165.3	100.0%	$18.94
Non QH use ratio	0.777977				

Table NJSLSVY-6: Survey Results for Supplemental Reference

	Total dollars	Percent shares	Total days	Percent shares	Cost per hour
Reference functions:					
1. Question handling	37.7	34.6%	227.6	32.3%	$25.45
2. Develop resources	24.5	22.5%	206.6	29.3%	$18.25
3. Education	2.2	2.0%	11.8	1.7%	$28.23
4. Management	16.9	15.5%	73.3	10.4%	$35.40
5. Special projects	0.2	0.2%	1.6	0.2%	$16.87
6. Consulting	18.1	16.7%	103.2	14.6%	$27.01
7. Data work	3.8	3.4%	25.3	3.6%	$22.77
8. ILL reference	1.0	0.9%	8.1	1.2%	$18.08
9. Reference related	4.6	4.2%	46.8	6.6%	$15.11
Total	108.8	100.0%	704.3	100.0%	$23.76

Table NJSL-4: Line Item Budget, NJSL (FY 1987)
($1000s)

		Funding Source:						
Code	Category	State 100	Federal 220/I	Federal 220/III	Total 220	State Aid 150	Other	Total
12	Salaries	2554	660	96	756	0	0	3310
19	Benefits	0	147	17	164	0	0	164
	Total personal	2554	807	113	920	0	0	3474
21-22	Materials	71	35	1	36	0	0	107
23	Acquisitions	458	10	0	10	73	0	541
	Subtotal	529	45	1	46	73	0	648
30-39	Services (not 34)	285	44	0	44	67	0	396
34	Info Prcssing (OCLC)	120	0	0	0	84	0	204
	Subtotal	405	44	0	44	151	0	600
40-45	Maintenance	31	0	0	0	0	0	31
50,58	Indirect costs	0	81	24	105	0	0	105
	Miscellaneous	0	0	0	0	0	30	30
	Total operating	3519	977	138	1115	224	30	4888
	Capital imprvmnts:	0	0	0	0	0	0	0
50	Computer system	152	0	0	0	0	0	152
71-77	Equipment	19	9	0	9	18	175	221
60-63	Grants	0	0	229	229	13356	0	13585
60	Programmatic grant	0	0	891	891	0	0	891
60	LSCA Title II	0	0	695	695	0	0	695
	Totals	3690	986	1953	2939	13598	205	20432

Source: "Minor Object Detail by Program Class, FY 1987," 1/15/88
Notes:
The various expenditure and source codes are from the budget.
The "other" column includes codes 202, 311, 400, 401, and 590.
The allocation of state aid by line items represents an estimate.
It was a special allocation for 1987.

Table NJSL-5: Summary Labor Budget
($1000s)

Category	Question handling (1)	Other ref (2)	ILL/ photo (3)	Collect. maint. (4)	Circul/ inhouse (5)	Other prgrms (6)	Public space (7)	Total (8)	Shares (%)
Surveyed staff	320.7	371.1	117.3	191.3	62.2	312.3		1374.9	33.8%
Tech services				500.2				500.2	12.3%
Other + misc.			82.8			1521.4		1604.2	39.4%
Subtotal	320.7	371.1	200.2	691.5	62.2	1833.6	0.0	3479.3	85.5%
Shares (%)	9.2%	10.7%	5.8%	19.9%	1.8%	52.7%	0.0%	100.0%	
Administration	54.4	62.9	33.9	117.3	10.6	311.0	0.0	590.1	14.5%
Total Labor	375.1	434.0	234.1	808.8	72.8	2144.6	0.0	4069.4	100.0%
Total shares (%)	9.2%	10.7%	5.8%	19.9%	1.8%	52.7%	0.0%	100.0%	

Source: NJSL-1 and NJSL-2

Table NJSL-6: Total Materials and Services

Category	Question handling (1)	Other ref (2)	ILL/ Photo (3)	Collect. maint. (4)	Circul/ inhouse (5)	Other prgrms (6)	Public space (7)	Total (8)	Shares(%)
Acquisitions				506.0		35.0		541.0	38.3%
OCLC+Online			10.0	165.0		29.0		204.0	14.4%
Materials	9.9	11.4	6.2	21.3	1.9	56.4	0.0	107.0	7.6%
Services	36.5	42.2	22.8	78.7	7.1	208.7	0.0	396.0	28.0%
Other indirect	15.3	17.7	9.5	33.0	3.0	87.5	0.0	166.0	11.7%
Total	61.7	71.4	48.5	804.0	12.0	416.6	0.0	1414.0	100.0%
Shares (%)	4.4%	5.0%	3.4%	56.9%	0.8%	29.5%	0.0%	100.0%	

Source: NJSL-4 and NJSL-5

Table NJSL-F3: Floor Areas in Square Feet

Category	Sub basement 1	Basement 2	First 3	Second 4	Third 5	Total
New Jersey	4197.9	1679.2	2421.9			8299.0
US Documents	193.8			1754.5		1948.3
Law and Ref	3476.7	2583.3	5877.1	3121.5	1410.1	16468.8
General collection				6436.8		6436.8
Other collections					2120.5	2120.5
Archives		10780.0				10780.0
Management	3694.2		1367.0	731.9	1550.0	7343.1
Staff lounge				757.8		
Tech services					2497.2	2497.2
Photocopying					387.5	387.5
ILL/Access center					1926.7	1926.7
Library dev bureau					5274.3	5274.3
Meeting/common rooms			2325.0		968.8	3293.8
Reading area/Carrels				2664.1		2664.1
Miscellaneous			355.2			355.2
Corridors				3513.3	1141.0	4654.3
Non-rentable Space	6287.2	2807.2	5503.6	3160.3	4864.2	22622.5
Total Space	17849.8	17849.8	17849.8	22140.3	22140.3	97829.9
Total rentable space	11562.6	15042.6	12346.2	18980.0	17276.1	75207.4
Rent per square ft	$7.00	$7.00	$15.00	$15.00	$15.00	$12.17
Total rent ($)	80938	105298	185193	284700	259141	915269

Category	Sub basement 1	Basement 2	First 3	Second 4	Third 5	Total
New Jersey	29385	11754	36328	0	0	77468
US Documents	1356	0	0	26318	0	27674
Law and Ref	24337	18083	88156	46823	21151	198551
General collection	0	0	0	96552	0	96552
Other collections	0	0	0	0	31807	31807
Archives	0	75460	0	0	0	75460
Management	25859	0	20505	10979	23250	80594
Staff lounge	0	0	0	11367	0	11367
Tech services	0	0	0	0	37458	37458
Photocopying	0	0	0	0	5813	5813
ILL/Access center	0	0	0	0	28901	28901
Library dev bureau	0	0	0	0	79115	79115
Meeting/common rooms	0	0	34875	0	14531	49406
Reading area/Carrels	0	0	0	39961	0	39961
Miscellaneous	0	0	5328	0	0	5328
Corridors	0	0	0	52700	17115	69815
Total rentable value	80938	105298	185193	284700	259141	915269

Table NJSL-7: Imputed Rent Budget
($1000s)

Category	Question handling (1)	Other ref (2)	ILL/ Photo (3)	Collect. maint. (4)	Circul/ inhouse (5)	Other prgrms (6)	Public space (7)	Total (8)	Shares(%)
Collections				432.1		75.5		507.5	55.4%
Tech services				37.5				37.5	4.1%
Photocopying	1.5	1.5	2.9					5.8	0.6%
ILL/Access center			19.4			9.5		28.9	3.2%
Library dev bureau						79.1		79.1	8.6%
Public space							89.4	89.4	9.8%
Management	7.4	8.6	4.6	16.0	1.4	42.5	0.0	80.6	8.8%
Staff lounge	1.0	1.2	0.7	2.3	0.2	6.0	0.0	11.4	1.2%
Misc. + corridors	6.9	8.0	4.3	14.9	1.3	39.6	0.0	75.1	8.2%
Total	16.9	19.3	31.9	502.7	3.0	252.2	89.4	915.3	100.0%
Shares (%)	1.8%	2.1%	3.5%	54.9%	0.3%	27.6%	9.8%	100.0%	

Source: NJSL-3 and NJSL-5

Table NJSL-7A: Imputed Rent by Cost Center, NJSL
($1000s)

Category	Question handling (1)	Other ref (2)	ILL/ Photo (3)	Collect. maint. (4)	Circul/ inhouse (5)	Other prgrms (6)	Public space (7)	Total (8)	Percent shares
Space, direct	1.5	1.5	22.3	469.5	0.0	164.1	89.4	748.2	81.7%
Space, indirect	15.4	17.8	9.6	33.2	3.0	88.1	0.0	167.1	18.3%
Total	16.9	19.3	31.9	502.7	3.0	252.2	89.4	915.3	100.0%
Percent shares	1.8%	2.1%	3.5%	54.9%	0.3%	27.6%	9.8%	100.0%	

Table NJSL-8: Total Operating Budget
($1000s)

Category	Question handling (1)	Other ref (2)	ILL/ Photo (3)	Collect. maint. (4)	Circ/ inhouse (5)	Other prgrms (6)	Public space (7)	Total (8)	Shares(%)
Surveyed staff	320.7	371.1	117.3	191.3	62.2	312.3	0.0	1374.9	21.5%
Other labor	54.4	62.9	116.8	617.5	10.6	1832.3	0.0	2694.5	42.1%
Total Labor	375.1	434.0	234.1	808.8	72.8	2144.6	0.0	4069.4	63.6%
Materials and svcs	61.7	71.4	48.5	804.0	12.0	416.6	0.0	1414.0	22.1%
Subtotal	436.8	505.4	282.6	1612.7	84.8	2561.2	0.0	5483.4	85.7%
Imputed rent	16.9	19.3	31.9	502.7	3.0	252.2	89.4	915.3	14.3%
Total Operating	453.6	524.7	314.5	2115.5	87.8	2813.3	89.4	6398.7	100.0%
Shares (%)	7.1%	8.2%	4.9%	33.1%	1.4%	44.0%	1.4%	100.0%	

Source: NJSL-5, NJSL-6, NJSL-7

Table NJSL-U1: Output Measures

Category	Output	Convrsn factor	Use eqvlnt	Percent share
Reference questions	53890	2.00	107780	36.6%
Other reference	41925	2.00	83850	28.5%
Total reference	95815	2.00	191630	65.2%
ILL requests	14225	1.00	14225	4.8%
Photocopies (items)	20639	1.00	20639	7.0%
Sum, ILL/photocopy	34864	1.00	34864	11.9%
Circulation	39952	1.00	39952	13.6%
Visitors (in-house)	55301	0.50	27651	9.4%
Total	225932	1.30	294097	100.0%

Table NJSL-9: Use Equivalence Measures by Program

Category	Use Eqvlnt	Percent share
Question handling	107.8	36.6%
Other reference	83.9	28.5%
ILL/photocopying	34.9	11.9%
Collection use	67.6	23.0%
Other programs		0.0%
Total	294.1	100.0%

Source: NJSLUSE.PLN, Table 2

Table NJSL-10: Allocated Operating Budget

Category	Question handling (1)	Other ref (2)	ILL/ photo (3)	Collect. maint. (4)	Circul/ inhouse (5)	Other prgrms (6)	Public space (7)	Total (8)	Shares(%)
Surveyed staff	320.7	371.1	117.3		62.2	312.3	0.0	1183.6	18.5%
Other labor	54.4	62.9	116.8		10.6	1832.3	0.0	2077.0	32.5%
Total Labor	375.1	434.0	234.1		72.8	2144.6	0.0	3260.6	51.0%
Materials and svcs	61.7	71.4	48.5		12.0	416.6	0.0	610.0	9.5%
Collection maintnce	775.3	603.1	250.8		486.3	0.0	0.0	2115.5	33.1%
Subtotal	836.9	674.5	299.3		498.2	416.6	0.0	2725.5	42.6%
Imputed rent	16.9	19.3	31.9		3.0	252.2	89.4	412.5	6.4%
Total operating	1228.9	1127.8	565.3		574.0	2813.3	89.4	6398.7	100.0%
Percent shares	19.2%	17.6%	8.8%		9.0%	44.0%	1.4%	100.0%	

Source: NJSL-8 and NJSL-9

Table NJSL-11: Costs per Question Handled and ILL/photo

Number of questions= 53890 Supplmntl questns= 1295
Number of ILL/photo= 34864

Category	Question handling	Percent share	ILL/ photo	Percent share	Supplmntl QH	Percent share
Surveyed staff	$5.95	26.1%	$3.37	20.8%	$29.07	48.2%
Other labor	$1.01	4.4%	$3.35	20.7%	$1.01	1.7%
Total Labor	$6.96	30.5%	$6.71	41.4%	$30.08	49.9%
Materials and svcs	$1.14	5.0%	$1.39	8.6%	$1.14	1.9%
Collection maintnce	$14.39	63.1%	$7.19	44.4%	$28.77	47.7%
Subtotal	$15.53	68.1%	$8.58	52.9%	$29.92	49.6%
Imputed rent	$0.31	1.4%	$0.91	5.6%	$0.31	0.5%
Total operating	$22.80	100.0%	$16.21	100.0%	$60.31	100.0%

Source: NJSL-10 and NJSLUSE.PLN

Table NJSL-12: Allocated Operating Budget, Including Other Reference

Category	Question handling (1)	Other ref (2)	ILL/ photo (3)	Collect. maint. (4)	Circ/ inhouse (5)	Other prgrms (6)	Public space (7)	Total (8)	Shares(%)
Surveyed staff	320.7		117.3		62.2	312.3	0.0	812.5	12.7%
Other labor	54.4		116.8		10.6	1832.3	0.0	2014.1	31.5%
Total Labor	375.1		234.1		72.8	2144.6	0.0	2826.6	44.2%
Materials and svcs	61.7		48.5		12.0	416.6	0.0	538.7	8.4%
Collection maintnce	775.3		250.8		486.3	0.0	0.0	1512.3	23.6%
Other reference	1015.0		0.0		112.8	0.0	0.0	1127.8	17.6%
Subtotal	1852.0		299.3		611.0	416.6	0.0	3178.8	49.7%
Imputed rent	16.9		31.9		3.0	252.2	89.4	393.3	6.1%
Total operating	2243.9		565.3		686.8	2813.3	89.4	6398.7	100.0%
Percent shares	35.1%		8.8%		10.7%	44.0%	1.4%	100.0%	

Source: NJSL-10

Table NJSL-13: Total Costs per Question Handled and ILL/photo

Number of questions= 53890 Supplmntl questns= 1295
Number of ILL/photo= 34864

Category	Question handling	Percent share	ILL/ photo	Percent share	Supplmntl QH	Percent share
Surveyed staff	$5.95	14.3%	$3.37	20.8%	$29.07	36.7%
Other labor	$1.01	2.4%	$3.35	20.7%	$1.01	1.3%
Total Labor	$6.96	16.7%	$6.71	41.4%	$30.08	38.0%
Materials and svcs	$1.14	2.7%	$1.39	8.6%	$1.14	1.4%
Collection maintnce	$14.39	34.6%	$7.19	44.4%	$28.77	36.4%
Other reference	$18.83	45.2%	$0.00	0.0%	$18.83	23.8%
Subtotal	$34.37	82.5%	$8.58	52.9%	$48.75	61.6%
Imputed rent	$0.31	0.8%	$0.91	5.6%	$0.31	0.4%
Total operating	$41.64	100.0%	$16.21	100.0%	$79.15	100.0%

Source: NJSL-11 and NJSLUSE.PLN

Table NJSL-14: Program Budget by Cost Centers

Category	Question handling (1)	Other ref (2)	ILL/ Photo (3)	Collect. maint. (4)	Circ/ inhouse (5)	Total (6)	Shares (7)
Surveyed staff	320.7	371.1	117.3	191.3	62.2	1062.7	30.4%
Other labor	54.4	62.9	116.8	617.5	10.6	862.1	24.7%
Total Labor	375.1	434.0	234.1	808.8	72.8	1924.8	55.1%
Materials and svcs	61.7	71.4	48.5	804.0	12.0	997.4	28.5%
Subtotal	436.8	505.4	282.6	1612.7	84.8	2922.2	83.6%
Imputed rent	16.9	19.3	31.9	502.7	3.0	573.7	16.4%
Total	453.6	524.7	314.5	2115.5	87.8	3496.0	100.0%
Shares (%)	13.0%	15.0%	9.0%	60.5%	2.5%	100.0%	

Source: NJSL-8

Table NJSL-15: Allocated Program Budget by Cost Centers

Category	Question handling (1)	ILL/ photo (2)	Circ/ inhouse (3)	Total (4)	Shares (5)
Surveyed staff	320.7	117.3	62.2	500.3	14.3%
Other labor	54.4	116.8	10.6	181.7	5.2%
Total Labor	375.1	234.1	72.8	682.0	19.5%
Materials and svcs	61.7	48.5	12.0	122.1	3.5%
Collection maintnce	775.3	250.8	486.3	1512.3	43.3%
Other reference	1015.0	0.0	112.8	1127.8	32.3%
Subtotal	1852.0	299.3	611.0	2762.2	79.0%
Imputed rent	16.9	31.9	3.0	51.7	1.5%
Total	2243.9	565.3	686.8	3496.0	100.0%
Percent shares	64.2%	16.2%	19.6%	100.0%	

Characterizing Levels of Reference Referral
at Newark Public Library

Work Sheet for Characterizing the Levels of Reference Resources (cont.)

Date: 3/18/88

Name of Respondent: Maurine Avery Subject Area: Business

3. Position the resource selected in the following matrix and fill in the boxes:

Name of library:	Level of resource:	Standard (Indicate which is highest)*
	GV	
	SOP	
	in library ASOP*	
	SR	

4. Xerox (from Working Paper #1) and edit the definitions of GV, SOP, ASOP, and Super Reference to describe the subject you are characterizing. Attach it to this form and return to:

Barbara M. Robinson
8018 Riverside Avenue
Cabin John, MD 20818

Thank you for your assistance.

TO: Barbara Robinson
Emily Matonti

FROM: Marianne Avery

RE: Reference Resources - Levels of Questions Handling

DATE: February 16, 1988

In response to your request for participation in refining the definitions of reference resources and levels of service I submit the attached. It was difficult for me to determine the degree of specificity you are interested in - that is, whether your concern is merely for some participation by the special subject divisions in the formulation of your general definition, or, instead is your need for each subject division to reformulate your general definitions and translate them into the specifics of each division. I have responded more in the latter fashion and hope that this rightly reads your intent.

May I note here a few observations that have already become apparent to me while working on this.

-Business Library reference staff is an advanced-state-of-the-practice resource, using the California definition.

-Business Library information resources are at the state-of-the-practice shading into the advanced-state-of-the-practice level for a major urban public business library. Obviously, though, what we here judge for us to be garden-variety questions and resources, would be for the other libraries in New Jersey who call us advanced-state-of-the-practice. In reviewing the kind of questions New Jersey libraries call us for. I find that very often the calling library has the particular information resource we used but lacked the staff expertise to use or interpret it for themselves. Therefore the more advanced level of staff expertise at Business Library is an important and appropriate component of statewide service. Developing the collection in the future to bring it up to a more advanced level would have an influence in the number of questions handled at that level, which is now rather small.

-Both the volume of question handling at Business Library (250 a day) and the ratio of telephone to on-site questions (2:1) have an influence on the level of service: they tend to encourage garden variety and state-of-the-art and discourage advanced-state-of-the-art.

For the levels of service charts, I have listed major titles for the information resources of each category but not yet their costs since I assume that will be the next step. The reference staff is the same for each category.

I hope this is the kind of information you need.

Definition :

"Reference resources" are the combination of reference staff and information resources.

1. "Reference staff" are professional librarians (i.e. M.L.S's) who are fully dedicated to the provision of reference service including both question handling and the collection development and maintenance needed to support reference service. They have attained an advanced level of subject mastery through years of on-the-job experience and post-master's training in workshops and courses.

2. "Information resources" include:
   a. The ready reference collection is materials that are used to answer frequently-asked kinds of questions including industrial, business and telephone directories and statistical sources (specific titles cited on chart).

   b. The reference collection includes those materials which, in addition to ready reference, are used to support the provision of reference service and are not circulated to the public. This includes: general business reference; the collections of trade, industrial and telephone directories; government documents (selected); corporate annual reports; periodical indexes and the periodical collection, and online databases.

c. The general collection is the collection of circulating business books.

d. Outside expertise refers to individuals outside of the library who have information on a subject to a degree of specificity not requested often enough to justify the library's maintaining the information in-house on a regular basis. Trade associations are the outside experts most often used by Business Library.

Garden Variety Reference

Kinds of Questions

-stock prices
- commodity prices
--exchange rates
-money rates
-CPI
-company addresses
-phone numbers
-company officers

Information Resources

-Standard Directory of Advertis
-Corporate Affiliations
-Million Dollar Directory
-Standard and Poor's
-Moody's
-Thomas'
-Dun's Business Identifiers (U.S.)
-Microcosm (Essex County)

Staff

1 - Supervising Librarian
1 - Principal Librarian
3 - Senior Librarians

State-of-the-Practice Reference

Kinds of Questions

- -corporate financials
- -corporate histories
- -stock histories
- -foreign company information
- -detailed information on small, private and/or local companies
- -investment advice and analysis
- -marketing
- -demographics (NJ)

Information Resource

- -trade directories
- -annual reports
- -Phonefiche
- -D&B International Fiche
- -Moody's Fiche
- -Predicasts
- -Capital Changes
- -Financial Stock Guide Service

- -State industrial directories
- -foreign company directories
- -Microcosm (NJ other than Essex)
- -Community Profiles (NJ)
- -Business Index
- -Business Periodical Index
- -periodicals

Staff

1 - Supervising librarian
1 - Principal Librarian
3 - Senior Librarians

Advanced State-of-the-Practice Reference

Kinds of Questions	Information Resource
-up-to-the-minute business news	-Online, including Dow Jones -Discloure on CD
-international companies and business news	

Staff

Online staff and Outside expertise

To: Barbara Robinson

From: Marianne Avery

Re: Business Library acquisitions in context of state contract

Date: March 4, 1988

In response to your request of February 25th I submit here a detailed analysis of Business Library's materials expenditures in the context of its role as a provider of statewide service. This is to provide documentation to support my observation initially conveyed to you January 25th and subsequently strengthened during the process of working on the February 16th report that Business Library's buying decisions are clearly affected by an awareness of its statewide responsibilities. This pattern emerged as I attempted to place Business Library's information resources into your categories of levels of service. Using examples of kinds of questions and material in order to clarify the levels of service it became quickly apparent to me that Business Library purchases, as a matter of course, materials of the garden variety kind inorder to meet the needs of its "local" community. For the kinds of materials cited for state-of-the-practice and advanced-state-of-the practice levels, however, Business Library makes deliberate purchasing decisions in order to meet its responsibility as a designated source for business information for patrons throughout the state, both directly and through local library referral. The implications of the effect of this are obvious: to the extent that Business Library will tailor its buying decisions to its statewide function, then a significantly larger amount of money for material acquisition will be required than if it were only a "local" source. Some measure of the increase in Business Library's materials budget over the last five years can be seen as evidence of NPL's awareness of and responsiveness to its statewide role. (The increases are also part of NPL's recent emphasis on collection development in general.)

Business Library's Materials Budget

1984	55,850
1985	56,170
1986	68,500
1987	85,130
1988	107,400

Is the additional cost of purchasing materials in order to meet a higher level of service being met by a commensurate level of support from the state? Obviously that is the issue you are addressing in your study. I hope this material will facilitate your attempt to establish a cost basis for the statewide services NPL provides.

What follows is a detailed list of primary reference titles for each level of service and their cost. Only titles costing more than $100 which are purchased on a regular (most often annual) basis are cited. Irregular titles or those less than $100 were estimated and included in this percentage chart under miscellaneous. The circulating collection does not at this time serve a significent function in statewide service but can be expected to in the near future as the collection is strengthened: hence its potential statewide use is estimated. Finally, based on the lists of titles and prices I submit a summary of the percentages of Business Library's current acquisitions budget allocable to the state contract.

I wish to note again here my position concerning the other aspect of information resources - the staff. Using your definition of the term, I would place Business Library staff at the advanced-state-of-the-practice level. This is significant to note because even when handling a garden variety question, using a garden variety reference title, it is the advanced-state-of-the-practice expertise of the staff that is being utilized by the calling libraries and patrons. The cost of that expertise should be taken into account when determining the total cost of service.

Business Library
Newark Public Library
Analysis of 1988 Materials Budget by Levels of Service

	Garden Variety	State-of-the-practice	Advanced state-of-the-practice	Circulating
Total of titles cited	22,075	11,028	21,597	
Serials	3,700	11,100	3,700	
Trade directories & misc. reference	1,000	1,700	1,700	
Other			7,000 (Phonefiche) 12,800 (annual reports on fiche)	
Total	26,775	23,828	46,797	10,000
% of total	24.9	22.2	43.6	9.3

Conclusion: All materials cited for the advanced-state-of-the-practice level of service are deliberately purchased for and therefore clearly allocable to the provision of statewide service.

In addition, 20% of the $26,775 total for garden variety materials may be allocable to the provision of statewide service. $3,355 or 5% of total acquisitions.

In addition, 20% of the $23,828 total for state-of-the-practice materials may be allocable to the provision of statewide service. $4,766 or 4.4% of total acquisition.

In addition 10% of the $10,000 total for the circulating collection may be allocable to the provision of statewide service.

In sum, $46,797 or 43.6% of Business Library's 1988 materials budget is clearly allocable to the state contract.

In addition, $11,121 or 10.4% of Business Library's 1988 materials budget may also be allocable to the state contract.

Garden Variety Information Resources

American Book Trade Directory	142
Business Index	2500
Business Periodical Index	756
Community Profiles (Essex County)	300
Directory of Corporate Affiliations	349
Directory of Directories	195
Directory of Special Libraries	650
Dun's Business Identifiers (U.S.)	990
Encyclopedia of Associations	440
Encyclopedia of Business Information Sources	200
Gale Directory of Publications	135
McRae's Blue Book	125
Martindale Hubbell Law Directory	160
Microcosm (Newark SMSA)	300
Million Dollar Directory	945
Moody's Manuals	3540
National Telephone Directory (Newark)	160
National Telephone Directory (Suburban Essex)	160
New Jersey Industrial Directory	100
New York Industrial Directory	100
Prentice Hall Federal Taxes	1350
Principal International Businesses	495
Rand McNally Commercial Atlas	195
Reference Book of Corporate Management	495
Standard & Poor's Industry Surveys	995
Standard & Poor's Investor's Package	1035
Standard & Poor's Library Package	1350
Standard & Poor's Register of Corporations	425
Standard Directory of Advertisers	314
Standard Periodical Directory	325
Statistics Sources	280
Thomas' Register of American Manufacturers	225
Trade Names Dictionary	285
U.S. Industrial Directory	114

Wall Street Journal Index	685
Ward's Business Directory	65
Wissenberger Investment Companies Service	345
Who's Who in America	100
Who's Who in Finance and Industry	165
20% of total serials budget	3,700
22.7% of trade directories & miscellaneous reference	1,000
Total	26,775
24.9% of total acquisitions	

State-of-the-Practice Information Resources

American Export Register	112
America's Corporate Families	625
Best's Insurance (various titles)	980
Capital Changes Reporter	610
Custom House Guide	279
Directory of American Firms...	175
Directory of U. S. Importers	275
Dun's Consultants Directory	235
Dun's Employment Opportunities Directory	295
Dun's Guide to Healthcare Companies	325
Dun's Industrial Guide	390
Exporter's Directory	250
Financial Planners... Directory	150
Financial Stock Guide Service	883
Industry Norms & Key Business Ratios	195
Mutual Fund Profiles	110
National Bond Summary	160
National Directory of Minority-Owned Business Firms	195
National Directory of Women-Owned Business Firms	195
National Highway & Airway Carriers	110
National Stock Summary	360
New Jersey Chambers of Commerce directories	100
O'Dwyer's Directory of Corporate Communications	100
O'Dwyer's Directory of Public Relations	100
Polk's Bank Directory	300
Predicasts - F & S Index (U.S.)	850
Research Centers Directory	365
Standard & Poor's Daily Stock Price Record	916
Security Dealers of North America	348
Shopping Center Directory (U.S.)	285
State Tax Report	270
Trendline Current Market Perspective	165
World Aviation Directory	320
60% of total serials budget	11,100
38.6% of trade directories & misc. references	1,700
Total	23,828

22.2% of total acquisitions

Advanced-State-of-the-Practice Information Resources

Asia's 7,500 Largest Companies	250
Brown's Letter	1800
Canadian Key Business Directory	295
Community Profile (rest of N.J. besides Essex)	4,000
Dun's Business Identifiers (Canadian)	1285
Dun's Business Identifiers (International)	1285
Dun's Business Rankings	240
Dun's Census of American Business	235
Dun's Latin America's Top 25,000 Companies	295
Electronic Marketing Directory	495
Europe's 15,000 Largest Companies	295
Exporter's Encyclopedia	365
Guide to Canadian Manufacturers	350
Guide to Key British Enterprises	495
International Corporate Affiliation	294
Microcosm (rest of N.J. besides Newark)	1,000
New Jersey State Industrial directories	200
Moody's Manuals (fiche)	600
Predicasts Forecasts	750
Standard & Poor's Analyst's Handbook	665
Standard Rate & Data Service	2058
State industrial directories (all U.S. besides NJ & NY)	3,000
Trendline O&C Chart Manual	135
U.K.'s 7,500 Largest Companies	275
Who Owns Whom series	935
20% of total serials budget	3,700
38.6% of total trade directories & misc. reference	1,700
Phonefiche	7,000
Annual reports (fiche)	12,800
Total	46,797
43.6% of total acquisitions	

Characterizing Levels of Reference Resources at the Newark Public Library:

Work Sheet for Characterizing the Levels of Reference Resources
at the Newark Public Library

Respondent: William J. Dane   Date: March 17, 1988

Title: Supervising Librarian
& Keeper of Prints

1. Circle that "subject reference resource" which you are describing in comparative terms (one per form):

Art:

Business:

[✓ Music:]

New Jersey:

U.S. Patents:

U.S. Documents:

2. Or circle that "general reference information" resource which you are describing in comparative terms:

Humanities Reference Staff;

Humanities Reference Collection;

Humanities General Collection; and/or

Other NPL Resources used to provide "general reference information under the terms of the 1988 NPL contract with NJSL.

Work Sheet for Characterizing the Levels of Reference Resources (cont.)

Date: March 16, 1988

Name of Respondent: William J. Dane

Subject Area: Music

3. Position the resource selected in the following matrix and fill in the boxes:

Name of library:	Level of resource:	Standard (Indicate which is highest)
West Orange Public Library West Orange, N. J.	GV	
Bloomfield Public Library Bloomfield, N. J.	SOP	This was an AREA Library in an earlier State Network.
Rutgers University New Brunswick, N. J.	ASOP	Not organized for public service.
New York Public Library: at Lincoln Center- Music Research.	SR	Higest Standard: Newark Music Collection approaches this in scores and song collections, but it not at the Super Reference level.

4. Xerox (from Working Paper #1) and edit the definitions of GV, SOP, ASOP, and Super Reference to describe the subject you are characterizing. Attach it to this form and return to:

Barbara M. Robinson
8018 Riverside Avenue
Cabin John, MD 20818

Thank you for your assistance.

REVISED DEFINITIONS.

MUSIC.

Garden Variety.	Experienced staff answer basic Music questions as a regular and routine assignment. The subject expertise of the staff plus the resources of a major collection are brought to bear on relatively simple questions which can be answered with dispatch and without any complications.
State-of-the-Practice	All Reference Librarians have an MLS degree and are certified in New Jersey as reference professionals. While not assigned directly to answering reference questions, the staff is involved with ongoing duties which build and refine the Music collections for extending scope of information available and physically enlarging the collections. A major collection in Music performance, history and biography is maintained along with extensive vertical files, recordings inhouse indexes and periodical holdings. Standard online databases as well as telephone resources are regularly used at this level.
Advanced-State-of-the-Practice	The staff are long experienced professionals with MLS degrees and have some experience and expertise in the history or performance of Music. Time is assigned chiefly to reference functions and question handling plus collection development of the discipline of Music and related specialized resources. Staff uses a large, eclectic collection of Music materials including scores, recordings, an index to 40,000 songs and extensive vertical files developed inhouse. Materials cover both the traditional, classic repertory plus the latest trends and star performers in the realm of popular music of today. Online searching is available to standard databases. Telephone is utilized virtually without restrictions.
Super Reference	The Music collections and services do not regularly perform at this level. Strengths are heavy, however, in a unique collection of 30,000 Music scores, vertical files with indexes and various song collections which are basically indexed. An inhouse database needs to be created for the indexes to songs and vertical file information, but funds for equipment and staff are not available.

Characterizing Levels of Reference Resources at the Newark Public Library:

Work Sheet for Characterizing the Levels of Reference Resources
at the Newark Public Library

Respondent: William J. Dane

Date: March 17, 1988

Title: Supervising Librarian
& Keeper of Prints

1. Circle that "subject reference resource" which you are describing in comparative terms (one per form):

[✓ Art:]

Business:

Music:

New Jersey:

U.S. Patents:

U.S. Documents:

2. Or circle that "general reference information" resource which you are describing in comparative terms:

Humanities Reference Staff;

Humanities Reference Collection;

Humanities General Collection; and/or

Other NPL Resources used to provide "general reference information under the terms of the 1988 NPL contract with NJSL.

Work Sheet for Characterizing the Levels of Reference Resources (cont.)

Date: March 16, 1988

Name of Respondent: William J. Dane   Subject Area: ART

3. Position the resource selected in the following matrix and fill in the boxes:

Name of library:	Level of resource:	Standard (Indicate which is highest)
Kearny Public Library (Kearny, N. J.)	GV	
Bloomfield Public Library (Bloomfield, N. J.)	SOP	An area library in the previous Network arrangement.
Rutgers University in New Brunswick. The Art Library	ASOP	Maintained principally for faculty and students; not organized for public service.
New York Public Library The Research Libraries: Art Division	SR	Highest Standard. However, Picture, Slide and Print Collections are not a part of this Research Library as in Newark P.L.

4. Xerox (from Working Paper #1) and edit the definitions of GV, SOP, ASOP, and Super Reference to describe the subject you are characterizing. Attach it to this form and return to:

Barbara M. Robinson
8018 Riverside Avenue
Cabin John, MD 20818

Thank you for your assistance.

Revised DEFINITIONS.

ART.	Garden Variety.	Experienced Reference staff answer basic subject requests on a regular and sustained basis. Subject expertise is brought to bear on relatively simple questions which can be resolved quickly without complications.
	State of the Practice.	All Reference Librarians have the MLS degree and years of experience as reference professionals in the subject area. When not working directly on reference questions, they are adding new materials to special files and indexes, preparing orders for acquisition of new publications and materials or refining and weeding the existing collection. A major subject collection in Fine Arts is available for reference and research plus periodicals, vertical files and ancillary indexes and special collection holdings. Telephone and online bases are part and parcel of the art resources at this level.
	Advanced-State-of the-Practice	The staff are highly experienced professionals with MLS degrees and have expertise in the subject discipline also. Their time is dedicated to reference functions and question handling plus collection development of subject and related specialized resources. The staff has access to large, specialized collections in the Fine Arts. Long runs of periodicals, extensive vertical files, inhouse indexes and major special collections and resources. Materials have depth as well as breadth and are contemporary. There is online searching to use commonly held databases. They make liberal use of telephone communications for consulting outside resources.
	Super Reference	Staff are highly experienced professionals with MLS degrees and have subject expertise as well. Their time is heavily scheduled for question handling but they engage in other reference and collection development functions. The staff works with a comprehensive and sophisticated Fine Arts Collection including a Picture Collection, original Fine Prints, extensive vertical files, inhouse indexes and long runs of Art periodicals. Some funding is available to access specialized as well as regular databases. Liberal use of telephone service for consultation with outside resources.

Characterizing Levels of Reference Resources at the Newark Public Library:

Work Sheet for Characterizing the Levels of Reference Resources
at the Newark Public Library

Respondent: Marianne K. Avery

Date: 3/18/88

Title: Supervising librarian

1. Circle that "subject reference resource" which you are describing in comparative terms (one per form):

Art:

[✓ Business:]

Music:

New Jersey:

U.S. Patents:

U.S. Documents:

2. Or circle that "general reference information" resource which you are describing in comparative terms:

Humanities Reference Staff;

Humanities Reference Collection;

Humanities General Collection; and/or

Other NPL Resources used to provide "general reference information under the terms of the 1988 NPL contract with NJSL.

Work Sheet for Characterizing the Levels of Reference Resources (cont.)

Date: March 18, 198

Name of Respondent: Sallie B. Hannigan Subject Area: 000's

Humanities Division

3. Position the resource selected in the following matrix and fill in the boxes:

Name of library:	Level of resource:	Standard (Indicate which is highest)
South Orange Public Library	GV	
East Orange Public Library	SOP	
Newark Public Library	SOP+	
New York Public Library - Mid- Manhattan	ASOP	New York Public Library - Mid Manhattan
	SR	

4. Xerox (from Working Paper #1) and edit the definitions of GV, SOP, ASOP, and Super Reference to describe the subject you are characterizing. Attach it to this form and return to:

Barbara M. Robinson
8018 Riverside Avenue
Cabin John, MD 20818

Thank you for your assistance.

Work Sheet for Characterizing the Levels of Reference Resources (cont.)

Date: March 18, 1988

Name of Respondent: Sallie B. Hannigan
Humanities Division

Subject Area: 100's - Philosophy

3. Position the resource selected in the following matrix and fill in the boxes:

Name of library:	Level of resource:	Standard (Indicate which is highest)
East Orange Public Library	GV	
Newark Public Library	SOP-	
New York Public Library - Mid-Manhattan	SOP	New York Public - Mid-Manhattan
?	ASOP	
	SR	

4. Xerox (from Working Paper #1) and edit the definitions of GV, SOP, ASOP, and Super Reference to describe the subject you are characterizing. Attach it to this form and return to:

Barbara M. Robinson
8018 Riverside Avenue
Cabin John, MD 20818

Thank you for your assistance.

Work Sheet for Characterizing the Levels of Reference Resources (cont.)

Date: March 18, 1988

Name of Respondent: Sallie B. Hannigan Humanities Division

Subject Area: 100's - Psychology

3. Position the resource selected in the following matrix and fill in the boxes:

Name of library:	Level of resource:	Standard (Indicate which is highest)
East Orange Public Library	GV	
Newark Public Library	SOP	
New York Public Library - Mid-Manhattan	ASOP	New York Public Library - Mid-Manhattan
	SR	

4. Xerox (from Working Paper #1) and edit the definitions of GV, SOP, ASOP, and Super Reference to describe the subject you are characterizing. Attach it to this form and return to:

Barbara M. Robinson
8018 Riverside Avenue
Cabin John, MD 20818

Thank you for your assistance.

Work Sheet for Characterizing the Levels of Reference Resources (cont.)

Date: March 18, 19

Name of Respondent: Sallie B. Hannigan Subject Area: 200's - Religion

3. Position the resource selected in the following matrix and fill in the boxes:

Name of library:	Level of resource:	Standard (Indicate which is highest)
South Orange Public Library	GV	
East Orange Public Library	SOP	
Newark Public Library	SOP+	
New York Public Library Mid-Manhattan	ASOP	New York Public Librar Mid-Manhattan
	SR	

4. Xerox (from Working Paper #1) and edit the definitions of GV, SOP, ASOP, and Super Reference to describe the subject you are characterizing. Attach it to this form and return to:

Barbara M. Robinson
8018 Riverside Avenue
Cabin John, MD 20818

Thank you for your assistance.

Work Sheet for Characterizing the Levels of Reference Resources (cont.)

Date: March 18, 1988

Name of Respondent: Sallie B. Hannigan Subject Area: 400's - Language
Humanities Division

3. Position the resource selected in the following matrix and fill in the boxes:

Name of library:	Level of resource:	Standard (Indicate which is highest)
South Orange Public Library	GV	
East Orange Public Library	SOP	
Newark Public Library	ASOP-	
New York Public Library Mid-Manhattan	ASOP	New York Public Libray Mid-Manhattan
	SR	

4. Xerox (from Working Paper #1) and edit the [illegible] definitions of GV, SOP, ASOP, and Super Reference to describe the subject you are characterizing. Attach it to this form and return to:

Barbara M. Robinson
8018 Riverside Avenue
Cabin John, MD 20818

Thank you for your assistance.

Work Sheet for Characterizing the Levels of Reference Resources (cont.)

Date: March 18, 198

Name of Respondent: Sallie B. Hannigan
Humanities Division

Subject Area: 790's - Theater, Fil

3. Position the resource selected in the following matrix and fill in the boxes:

Name of library:	Level of resource:	Standard (Indicate which is highest)
South Orange Public Library	GV	
East Orange Public Library	SOP	
Newark Public Library	ASOP	Newark Public Library
	SR	

4. Xerox (from Working Paper #1) and edit the definitions of GV, SOP, ASOP, and Super Reference to describe the subject you are characterizing. Attach it to this form and return to:

Barbara M. Robinson
8018 Riverside Avenue
Cabin John, MD 20818

Thank you for your assistance.

Work Sheet for Characterizing the Levels of Reference Resources (cont.)

Date: March 18, 19

Name of Respondent: Sallie B. Hannigan
Humanities Division

Subject Area: 800's - Literature

3. Position the resource selected in the following matrix and fill in the boxes:

Name of library:	Level of resource:	Standard (Indicate which is highest)
South Orange Public Library	GV	
East Orange Public Library	SOP	
Elizabeth Public Library and Newark Public Library	ASOP	Newark Public Library and Elizabeth Public Library
	SR	

4. Xerox (from Working Paper #1) and edit the definitions of GV, SOP, ASOP, and Super Reference to describe the subject you are characterizing. Attach it to this form and return to:

Barbara M. Robinson
8018 Riverside Avenue
Cabin John, MD 20818

Thank you for your assistance.

Work Sheet for Characterizing the Levels of Reference Resources (cont.)

Date: March 18, 1

Name of Respondent: Sallie B. Hannigan
Humanities Division

Subject Area: 800's - Literatur
Afro-America

3. Position the resource selected in the following matrix and fill in the boxes:

Name of library:	Level of resource:	Standard (Indicate which is highest)
South Orange Public Library	GV	
East Orange Public Library	SOP	
Elizabeth Public Library	ASOP	
Newark Public Library	SR	Newark Public Library

4. Xerox (from Working Paper #1) and edit the [illegible] definitions of GV, SOP, ASOP, and Super Reference to describe the subject you are characterizing. Attach it to this form and return to:

Barbara M. Robinson
8018 Riverside Avenue
Cabin John, MD 20818

Thank you for your assistance.

Work Sheet for Characterizing the Levels of Reference Resources (cont.)

Date: March 16, 198

Name of Respondent: Sallie B. Hannigan Subject Area: 900's - Latin Americ History
Humanities Division

3. Position the resource selected in the following matrix and fill in the boxes:

Name of library:	Level of resource:	Standard (Indicate which is highest)
?	GV	
East Orange Public Library	SOP	
Newark Public Library	ASOP-	Newark Public Library
?	ASOP	
	SR	

4. Xerox (from Working Paper #1) and edit the [illegible] definitions of GV, SOP, ASOP, and Super Reference to describe the subject you are characterizing. Attach it to this form and return to:

Barbara M. Robinson
8018 Riverside Avenue
Cabin John, MD 20818

Thank you for your assistance.

Work Sheet for Characterizing the Levels of Reference Resources (cont.)

Date: March 18, 1988

Name of Respondent: Sallie B. Hannigan
Humanities Division

Subject Area: 900's - American History

3. Position the resource selected in the following matrix and fill in the boxes:

Name of library:	Level of resource:	Standard (Indicate which is highest)
South Orange Public Library	GV	
East Orange Public Library	SOP	
Newark Public Library	ASOP	Newark Public Library
	SR	

4. Xerox (from Working Paper #1) and edit the definitions of GV, SOP, ASOP, and Super Reference to describe the subject you are characterizing. Attach it to this form and return to:

Barbara M. Robinson
8018 Riverside Avenue
Cabin John, MD 20818

Thank you for your assistance.

Work Sheet for Characterizing the Levels of Reference Resources (cont.)

Date: March 18, 1988

Name of Respondent: Sallie B. Hannigan Subject Area: 900's - European History

3. Position the resource selected in the following matrix and fill in the boxes:

Name of library:	Level of resource:	Standard (Indicate which is highest)
South Orange Public Library	GV	
East Orange Public Library	SOP	
Newark Public Library	ASOP	Newark Public Library
	SR	

4. Xerox (from Working Paper #1) and edit the [illegible] definitions of GV; SOP, ASOP, and Super Reference to describe the subject you are characterizing. Attach it to this form and return to:

Barbara M. Robinson
8018 Riverside Avenue
Cabin John, MD 20818

Thank you for your assistance.

Work Sheet for Characterizing the Levels of Reference Resources (cont.)

Date: March 18, 198

Name of Respondent: Sallie B. Hannigan   Subject Area: 900's - Other History

3. Position the resource selected in the following matrix and fill in the boxes:

Name of library:	Level of resource:	Standard (Indicate which is highest)
South Orange Public Library	GV	
East Orange Public Library	SOP	
Newark Public Library	ASOP	Newark Public Library
	SR	

4. Xerox (from Working Paper #1) and edit the definitions of GV, SOP, ASOP, and Super Reference to describe the subject you are characterizing. Attach it to this form and return to:

Barbara M. Robinson
8018 Riverside Avenue
Cabin John, MD 20818

Thank you for your assistance.

Work Sheet for Characterizing the Levels of Reference Resources (cont.)

Date: March 18, 1988

Name of Respondent: Sallie B. Hannigan Humanities Division

Subject Area: 920's - Biography

3. Position the resource selected in the following matrix and fill in the boxes:

Name of library:	Level of resource:	Standard (Indicate which is highest)
South Orange Public Library	GV	
East Orange Public Library	SOP	
Elizabeth Public Library	ASOP	
Newark Public Library	ASOP+	Newark Public Library
	SR	

4. Xerox (from Working Paper #1) and edit the definitions of GV, SOP, ASOP, and Super Reference to describe the subject you are characterizing. Attach it to this form and return to:

Barbara M. Robinson
8018 Riverside Avenue
Cabin John, MD 20818

To: Barbara Robinson

From: Sallie B. Hannigan

Subject: Humanities Division

The reference resources at Humanities I consider "advanced state of the art." The staff of six librarians include one who speaks Spanish and Portuguese and one who speaks French. Four of the staff are dedicated fully to reference service. The collection development librarian devotes part of her time to the purchase of reference resources and to working at the reference desk. The supervising librarian spends most of her time in insuring that both staff and resources provide quality reference service.

The subject areas at Humanities are diverse,but in relation to other "general public libraries" I should describe them as "advanced state of the art." (I have attached a description of the Humanities Division, and I trust it will confirm my statement.) In areas such as American literature and history, collective biography, and Afro-American literature and history our collection is comprehensive. Indeed, in the area of black literature and history the collection has the quality of a research collection. Our most recent acquisition, the microfiche edition of the SCHOMBURG CENTER CLIPPING FILE is a proof of this.

Because of the scope of our collection and the expertise of our staff, a question, which in another library would be considered "state of the practice" or "advanced state of the practice," becomes a "garden variety" question. or ready reference. Two examples of this are the following. A regional reference center library asked us to locate an anthology in which a poem by Nikki Giovanni appears. This we found immediately in INDEX TO POETRY BY BLACK AMERICAN WOMEN. The other example involved a check for biographical information about Charles Boland, who, from the description of his career we received from the library, proved to be Charles Bohlen.

The term "general reference" as applied to the Humanities Division's role in statewide reference service needs clarification. Does it mean that Humanities serves as a clearinghouse for questions? Does it refer to general bibliographies, encyclopedias, indexes, etc?

I should like to describe how the system works in practice, and in addition to the questions mentioned above, I shall give further examples. Many libraries telephone us to request that we identify quotations. For this purpose we use materials in the 800's (literature), 900's (history), 200's (religion), 100's (philosophy and psychology), and 920's or B's (biography). Is this kind of question "general reference" or humanities? Another question from a regional

Comment on attachment A. under Discussion, paragraph 1.

Art & Music Reference staff are all subject specialists with MLS degrees to be certified in New Jersey and to be eligible for positions of a professional nature at NPL. Review of staff specialists and education preparation:

Supervisor: 40-years experience and 40 special art history courses on the graduate level at the Institute of Fine Arts at N.Y.U., at Harvard University along with art and architecture courses in Italy, England and France. Has held elected offices in national art library associations from 1960 to 1988.

Senior Librarian (Art): 5 years experience at NPL and previous experience at a university art library and a special library working with exhibits. Special interest in music related to Spanish studies.

Also has an MFA degree in Art history and is trained in data base searching for the art & music questions.

Senior Librarian (Art): 18 years experience at NPL after several years in the field of commercial art. Past President of the New Jersey Chapter of ARLIS/NA.

Senior Librarian (Music): 18 years experience at NPL plus a Master's degree in Music Education from Columbia University. Singer and organist active currently.

Principal Librarian (Art & Music): 2 years experience at NPL plus 16 years with basic art collections and service at the New York Public Library. Has taken a few graduate courses for continuing education.

All the staff are fully dedicated to reference service even though time is regularly assigned to other responsibilities such as cataloging art slides, original prints, printing history titles and book selection and preparation of orders. In addition weeding of collections, selection and classification of illustrations for the Picture Collection plus review of periodical holdings and bindery records for the department. In conclusion, all of these other assignments while essential to the operation of the Division, are really leading to better collections and services for supplying information as needed.

William J. Dane
Art and Music Department
Newark Public Library

Commentary on Attachment A, Discussion, paragraph 2.

Priority levels would require that this listing be altered to read as follows:

"Information sources" include the reference collection, the ready reference collection, circulating collections, periodicals and indexes thereto. In addition there are on line data bases and resources which can be tapped, electronic mail, or conventional mail to access outside resources and expertise. Vertical files, bibliographies, union lists and other specialized information files created by the Divisions of the Library are part of the information reservoir.

(As Gov't. Documents are a separate unit, we do not use them very often.)

b. The following should be added: "Periodicals, special indexes and extensive vertical files and special collections are part of the reference resources."

d. In Art & Music there is very little calling on outside experts for additional information. The Museums refer inquiries to us and if we refer a person to a New York institution, it is usually to the institution as a unit and not to an individual with expertise.

William J. Dane
Art & Music Department
Newark Public Library

Commentary on Attachment B. "Levels of Question Handling."

The levels of service should also include "Super Reference" for the Art & Music Division. We fit precisely into the definition on page 5 in every respect. However, if this is the only agency in the study to fit this category, we can adjust to the first three listed: Garden variety, state-of-the-practice and advanced SOP.

The definitions on pages 4 and 5 are fair and accurate.

Once again, note must be made that we refer very seldom and there is a practical as well as philosophical reason for this.

There really should not be any such thing as "an important person" in the public library service sector. In a democratic society supported by tax funds, everyone is equal in their search for information and Civil Service exams stress this factor in my experience. The reality is that some institutions or allied organizations do and should receive priority attention as they also serve the public good in an umbrella concept.

Worth noting:

The Metro survey completed last year, points up the fact that many of our Art subjects are in the Research Level category with hope of sometime moving up to Comprehensive Levels. The Lucas bibliography revealed that our holdings average over 60% in that highly esteemed listing and Dr. Keaveny's Information File survey which has been published in book form, indicates that our holdings in this area of 20th century art are outstanding for the size of the city and the library.

Inhouse indexes are rampant and include:

Several song indexes (50,000 items)
A geographical architectural index to illustrations
A million item picture collection
An index to the periodical New Jersey Music & Arts.
" " to Cartoonists Profiles.
" " to The Old Print Shop Portfolio, etc.
These indexes are all unique.

Quality control is constantly exercised by the Supervisor for both Reference work and Inter-Library-Loan requests. Review of work in progress is a constant for the good of all concerned.

In general, our turn around time is 3 or 4 working days exclusive of weekends, holidays, and staff absence authorized by contract.

William J. Dane
Art and Music Department
Newark Public Library

Characterizing Levels of Reference Resources at the Newark Public Library:

Work Sheet for Characterizing the Levels of Reference Resources at the Newark Public Library

Respondent: Robert Blackwell
Date: 3.21.88
Title: supervising librarian

1. Circle that "subject reference resource" which you are describing in comparative terms (one per form):

Art:

Business:

Music:

[✓ New Jersey:]

U.S. Patents:

U.S. Documents:

2. Or circle that "general reference information" resource which you are describing in comparative terms:

Humanities Reference Staff;

Humanities Reference Collection;

Humanities General Collection; and/or

Other NPL Resources used to provide "general reference information under the terms of the 1988 NPL contract with NJSL.

contract library concerned the location of a map of Nazi Berlin which would show the government buildings. A reference copy of the 1936 edition of Karl Baedeker's GERMANY enabled us to provide the answer. Was this question "general reference" or history and geography which are a part of the collection at Humanities Reference.

My opinion is that other libraries call us when their own sources seem not to be sufficient, and the questions are related to subjects in the humanities rather than "general reference." In other words, as revealed in practice, "general reference" means any question which a regional contract library is unable to find whether it be an address, a citation, an identification of an individual, a translation of a phrase or word into a foreign language, a location of a quotation, or the location of an historical map.

I hope you will find the above remarks and the attached description helpful.

Sallie B. Harrison

NEWARK PUBLIC LIBRARY

Supplementary Reference Description
General Reference and Collections

Preface

The General Reference and Collections Department consists of the Humanities and General Reference Division, the Social Science Division, the Science and Technology Division, the Government Documents Division, the Education and Job Information Center, the Popular Reading Room, the Young Adult Room, and Interlibrary Services. In addition librarians serve as consultants for Black Studies and Hispanic Studies. The number of reference volumes is 48,130 and the number of periodicals is approcimately 4,800. The following description pays particular attention to the Humanities Division which, although not a statewide contract reference service, serves as the access point to the regional contract reference centers for supplementary reference. The Popular Reading Room and the Young Adult Room are circulation collections, and Interlibrary Services does not maintain a reference collection.

HUMANITIES AND GENERAL REFERENCE DIVISION

Description

The following Dewey subject divisions are represented: the 000's, 100's, 200's, 400's, 790's, 800's, 900's, and B's. Humanities maintains a collection of the major encyclopedias in English and also owns several Spanish language encyclopedias including the GRAN...RIALP, the ESPASA, and BARSA. Sets of encyclopedias in French, German, Italian, Portuguese, and Russian are also a part of the collection.

Holdings in the 000's also include extensive literary and historical bibliographies. In the area of Black Studies, we endeavor to be comprehensive. Thus the collection includes the DICTIONARY CATALOG OF THE SCHOMBURG COLLECTION OF NEGRO LITERATURE AND HISTORY and its successor, BIBLIOGRAPHIC GUIDE TO BLACK STUDIES, the DICTIONARY CATALOG OF THE JESSE E. MOORLAND COLLECTION OF NEGRO LIFE AND HISTORY, and Abadjian's bibliography, BLACKS IN SELECTED NEWSPAPERS, CENSUSES, AND OTHER SOURCES.

In addition to Afro-American literature and history, our purchases of bibliographies emphasize U.S. history, authors of the United States, and Spanish American history and literature. Thus we have bought bibliographies of national literatures of Latin American countries and invested in the serial publication, HANDBOOK OF LATIN AMERICAN STUDIES. We have a good collection of bibliographies of British and Commonwealth authors, European, Asian, and African authors, but we do not attempt to be comprehensive.

Other highlights of the collection are bibliographies of used and rare books. Consequently, we have purchased each volume of AMERICAN BOOK PRICES CURRENT and BOOKMAN'S PRICE INDEX.

The 100's section contains the basic reference sources and includes the sets, THE ENCYCLOPEDIA OF PHILOSOPHY and DICTIONARY OF THE HISTORY OF IDEAS.

The 200's consists of the major religious encyclopedias including the recently published ENCYCLOPEDIA OF RELIGION, editions of the Bible, the Talmud, and the Qur'an, dictionaries and commentaries, and directories. Our purpose is to have as complete and representative a collection of English language sources as possible.

The 400's is a collection of virtually all English language dictionaries and handbooks, a good collection of bilingual dictionaries of European languages, and a representative collection of bilingual dictionaries of non-European languages. We do not purchase scholarly works of linguistics.

The 790's consist of dictionaries, collective biographies, directories, and narrative histories of the theater, motion pictures, radio and television, sports, and other popular entertainment areas such as amusement parks and games. Our collection is thorough, particularly in the subjects of motion pictures and collective biographies of entertainers.

The 800's contains the major dictionaries, collective biographies, quotation books, and plot summaries such as MASTERPLOTS. In addition we seek to maintain a collection of books of criticism of individual authors. Our collection is comprehensive for Afro-American authors and generally for all U.S. authors. Works on ancient Greek and Roman, Spanish and Spanish American authors are plentiful. For Shakespeare we seek to purchase the major concordances, dictionaries, bibliographies as well as representative works of criticism. Our collection of quotation books is extensive. We also maintain a Granger collection of poetry anthologies and a Black Poetry collection. Our goal in the past has been to purchase and maintain a collection of anthologies indexed in the various editions of Granger. Our Black Poetry collection comprises most of the anthologies indexed in the 1977 publication INDEX TO BLACK POETRY. In an effort to be comprehensive, we bought the microfiche collection, COREFICHE: ANTHOLOGIES LISTED IN "GRANGER'S INDEX TO POETRY."

In the 900's we have the standard atlases, multivolume histories, and area handbooks. We are particularly strong in books about U.S. history, ancient history, World Wars I and II, and the Vietnamese Conflict. Our collection in British, European, and Asian histories is basic, and in recent years we have improved our holdings in Latin American and African histories, including Spanish language encyclopedias for Puerto Rico, Cuba, Mexico, and Columbia.

In collective biography, the 920's we have sought to be as complete as possible with special emphasis in U.S. biography and presidential biography. We have attempted to purchase virtually all reference books indexed in BIOGRAPHY AND GENEALOGY MASTER INDEX. We have a small collection of B's or full length biographies of individuals.

Special Strengths

Afro-American culture, history, biography and literature

Poetry

Latin American biography, history, and literature

Collective biography

Special Files and Indexes

Black Literature Index
We maintain an index to all reference works of criticism about Afro-American authors

Biography File
We maintain a subject index to the reference sources of collective biography

Shakespeare Index
We maintain an index to reference works about Shakespeare by title of play and certain selected subjects

Verticial File
We maintain a file of clippings and pamphlets on subjects in the Humanities including librariana and travel folders

Union Lists

National Union Catalog Pre 1956-

National Union Catalog: Manuscript Collections, 1959-

British Museum General Catalogue of Printed Books to 1975

Union List of Serials

New Serial Titles

United States Newspaper Program National Union List

Newspapers in Microform: United States

Newspapers in Microform: Foreign Countries

New Jersey Union List of Serials

Metro Regional Union List of Serials

OCLC

Unique Holdings

Granger Collection [See above]

Black Poetry Collection [See above]

Puerto Rican Collection
We have a reference collection of Spanish language books on all subjects about Puerto Rico.

Maps
Our collection of maps is not comprehensive. We endeavor to maintain a file of state highway maps and street maps of cities around the world. We have a small collection of historical and topographical maps.

Hours

Monday, Wednesday and Thursday 9:00 - 9:00
Tuesday and Friday 9:00 - 5:30
Saturday 9:00 - 5:00 [Winter] 9:00 - 1:00 [Summer]
Sunday 1:00 - 5:00 [Winter] Closed [Summer]

Characterizing Levels of Reference Resources at the Newark Public Library:

Work Sheet for Characterizing the Levels of Reference Resources
at the Newark Public Library

Respondent: L. Schwartz

Date: March 17, 1988

Title:

1. Circle that "subject reference resource" which you are describing in comparative terms (one per form):

Art:

Business:

Music:

New Jersey:

U.S. Patents:

U.S. Documents:

2. Or circle that "general reference information" resource which you are describing in comparative terms:

Humanities Reference Staff;

[✓ Humanities Reference Collection;]

Humanities General Collection; and/or

Other NPL Resources used to provide "general reference information under the terms of the 1988 NPL contract with NJSL.

Work Sheet for Characterizing the Levels of Reference Resources (cont.)

Date: 3·21·88

Name of Respondent: Blackwell

Subject Area: NJ

3. Position the resource selected in the following matrix and fill in the boxes:

Newark P.L.

Name of library:	Level of resource:	Standard (Indicate which is highest)
	GV	
	SOP	
	ASOP	
	SR	

4. Xerox (from Working Paper #1) and edit the definitions of GV, SOP, ASOP, and Super Reference to describe the subject you are characterizing. Attach it to this form and return to:

Barbara M. Robinson
8018 Riverside Avenue
Cabin John, MD 20818

Thank you for your assistance.

questions, the compound answer would disappear--which is advisable if counting transactions is important.

Step 3

Easy	Describes the client's perception or the librarian's initial and subsequent assessment of the low-end level of effort required to handle the question. "Easy" is part of a continuum which shades from very easy, moderately easy, easy moderately difficult, difficult, to very difficult. Sometimes, however, a question that a librarian anticipates will be easy to handle turns out to be difficult.
Difficult	Describes the client's perception or the librarian's initial and subsequent assessment of the high-end level of effort required to handle the question. "Difficult" is part of an easy-difficult continuum. Sometimes, however, a question that a librarian anticipates will be difficult to handle turns out to be easy. Level of difficulty may also be a function of special variables which make it more difficult for the librarian to handle a question, such as: the status of the client (e.g., priority service group); the native language of the client (if the client doesn't speak English); physical handicaps of the client (deaf, blind); or time constraints (deadlines and rush jobs).

Step 4

The following description of question handling resources is viewed from the perspective of a public library's collection, relative to a standard of public library resources. It must be adapted to characterize resources of other types of libraries. A methodology for such adaptation is described above.

Garden Variety:	Staff have some reference training to handle questions. The time of the staff is not dedicated solely to question handling or necessarily to other reference functions. Staff information resources commonly found in a small reference collection (e.g., an almanac, encyclopedia, unabridged dictionary). No data base searching and little to no long distance telephone inquiry are used.
State-of-the Practice:	Staff usually have a Masters in Library Science (MLS), are trained to handle reference, and have some reference

experience. Their time is not dedicated solely to question handling, or necessarily to other reference functions. Staff work with a moderate sized reference collection, periodicals collection, and general collection. They may have access to online searching for commonly-held data bases. They make moderate use of telephone inquiry for tapping outside expertise and resources.

Advanced-State-Of-The-Practice: Staff are very experienced professionals with MLS degrees and may have expertise in a subject area as well. Their time is dedicated solely to reference functions, and predominately to question handling and the collection development aspect of developing specialized resources. Staff work with very large, or very specialized, collections--reference, periodicals, government documents, and general collection--which have depth as well as breadth and are up-to-date. They have online searching capability and search commonly held data bases. They make moderate to extensive use of telephone inquiry for tapping outside expertise and resources.

Super Reference: Staff are very experienced professionals with MLS degrees and usually have subject expertise as well. Their time is heavily dedicated to question handling, although they may engage in other reference functions to a limited extent. Staff work with very large, or highly specialized, collections--including reference, periodical, government document (full depository), and general collections. They have funds available to access specialized as well as commonly-used data bases and make extensive use of the telephone for tapping outside expertise and resources.

Step 5

Ready Reference: Level of service is quick -- less than five minutes from start to finish (Steps 1-7) -- and makes use of a small carefully chosen garden variety resources, which are commonly called "the ready reference collection." The result is always an answer unless a mis-estimation of service level required was made.

Reference: Level of service is less quick -- may take five minutes to 30 minutes, or longer if no ceilings on time spent per question are established. Unlike ready reference, reference answers are often not provided within the same time frame that the client asked for help. The result is usually an answer, although sometimes there is no answer to provide (which constitutes a negative answer).

The Question Handling Process:

Step 1:	Step 2:	Step 3:	Step 4:
Client States Question	Classification of Question & Evaluation*:	Triage and Choice of Level of Resources to Use:	Ref. Staff Give Answer
continuum:			
simple	easy	1. ready ref.	simple
		2. reference	
		3. research	
		4. referral	
		a. client	
		b. question	
complex	difficult**		complex

levels of service:

1. Garden Variety
2. State-of-the-Practice
3. Advanced SOP

Notes:

* Evaluation is based on the ability to answer the question, as classified, by the staff receiving the question. If not able to can reject, or refer.

** "Difficult" may be a function of the kind of reference search required to find an answer, or it may be a function of other constraints, such as urgency of filling the request, status of the client (important person may get the deluxe treatment, which may mean impressing the client and taking a more difficult approach to the answer), or language (of material or client).

Characterizing Levels of Reference Resources at the Newark Public Library:

Work Sheet for Characterizing the Levels of Reference Resources at the Newark Public Library

Respondent: Lawrence Schwartz Date: March 17, 1988

Title:

1. Circle that "subject reference resource" which you are describing in comparative terms (one per form):

Art:

Business:

Music:

New Jersey:

[✓ U.S. Patents:]

U.S. Documents:

2. Or circle that "general reference information" resource which you are describing in comparative terms:

Humanities Reference Staff;

Humanities Reference Collection;

Humanities General Collection; and/or

Other NPL Resources used to provide "general reference information under the terms of the 1988 NPL contract with NJSL.

Work Sheet for Characterizing the Levels of Reference Resources (cont.)

Date: March 17, 1988

Name of Respondent: Lawrence Schwartz

Subject Area: U.S. Patents and Trademarks

3. Position the resource selected in the following matrix and fill in the boxes:

Name of library:	Level of resource:	Standard (Indicate which is highest)
Morris County Free Library		
Official Gazettes Limited holdings Classification Indexes	GV	
None	SOP	
Newark Public Library/ Sciences Division	ASOP	
Office of Patents and Trademarks, Washington, D.C.	SR	

4. Xerox (from Working Paper #1) and edit the definitions of GV, SOP, ASOP, and Super Reference to describe the subject you are characterizing. Attach it to this form and return to:

Barbara M. Robinson
8018 Riverside Avenue
Cabin John, MD 20818

Definitions OK

Thank you for your assistance.

Patent searching is a new area of reference service for 3 out of 5 staff members assigned to the Sciences Division. We have started some internal workshops to familiarize ourselves with the use of patent files, Official Gazettes, classification indexes and searching CASSIS. We are getting reasonably good at it. One of our staff members works a lot with databases and he has the most knowledge about searching databases.

Among the databases used are:

1. US Claims
2. World patent Index
3. JAPIO - Japanese patents
4. Chinese patents
5. APIPAT - petroleum patents
6. Chemical Abstracts - chemical patents
7. Trademark SCAN
8. Trademark SCAN - states
9. Electronic Yellow Pages
10. D & B Million Dollar Directory

The last two are additionally helpful in doing trademark searches. US and foregin patent searching, although we only have US patents available for the public on microfiche. But we need the other databases to assist in finding US related patents or simply doing reference work in patents.

Morris County Free Library and Rutgers University may have some sources for patent searching, Morris County has some Official Gazettes, and indexes and Rutgers, certainly databases to identify patents, as they send their photocopy requests to NPL to fill.

Lawrence Schwartz - Supervising Librarian Sciences Division

1. Educational Training
   Degrees - Subjects majored in

   1. AB-History
   2. B.F.T. - Foreign Trade
   3. MLS- Library Science

2. Languages - spoken, read, understand.

   French read, some understanding
   German read, some understanding
   Portuguese read, some understanding

3. Subjects of personal interest in which you might do extra study.

   1. stamp collecting
   2. international affairs
   3. publishing
   4. History
   5. Social Sciences
   6. Literature

4. Workshops or Special Training you might have taken.

   Certified Public Managers
   Indexing workshops

5. Any special subjects/areas you might have written or spoken about.

   indexing

6. Library experience.

   14 years total experience
     7 - municipal reference
     7 - interlibrary services

Donald Fostel - Principal Librarian - Sciences Division

1. Educational Training
    Degrees - Subjects majored in

    1. B.S. in History
    2. M.A. in History
    3. MLS - Library Science

2. Languages - spoken, read, understand.

    N/A

3. Subjects of personal interest in which you might do extra study.

    1. Philosophy
    2. Theology
    3. History
    4. Literature
    5. Political Science
    5. Economics
    6. Current Events

4. Workshops or Special Training you might have taken.

    Certified Public Managers

5. Any special subjects/areas you might have written or spoken about.

    N/A

6. Library experience.

    20 years total experience
    All in Social Science & US Documents

Frances Beiman - Principal Librarian - Sciences Division

1. Educational Training
   Degrees - Subjects majored in

   1. B.A. English (26 credits in science and mathematics)
   2. MLS Library Science

2. Languages - spoken, read, understand.

   French reads

3. Subjects of personal interest in which you might do extra study.

   Health, Medicine, women's issues

4. Workshops or Special Training you might have taken.

   Certified Public Managers
   Data processing

5. Any special subjects/areas you might have written or spoken about.

   Careers, job hunting

6. Library experience.

   17 years total experience
     14 years MLS
       7 years in education
         3 in cataloging
           4 in general reference

Wilbur Stevens Junior Librarian - Sciences Division

1. Educational Training
   Degrees - Subjects majored in

   1. B.S. in management
   2. MLS Library Science

2. Languages - spoken, read, understand.

   N/A

3. Subjects of personal interest in which you might do extra study.

   Patents
   Homeless People
   Child Abuse

4. Workshops or Special Training you might have taken.

   Sources of Scientific and Medical information

5. Any special subjects/areas you might have written or spoken about.

   N/A

6. Library experience.

   24 years of experience
   1 MLS

Characterizing Levels of Reference Resources at the Newark Public Library:

Work Sheet for Characterizing the Levels of Reference Resources
at the Newark Public Library

Respondent: Lawrence Schwartz Date: March 17, 1988

Title:

1. Circle that "subject reference resource" which you are describing in comparative terms (one per form):

Art:

Business:

Music:

New Jersey:

U.S. Patents:

[✓ U.S. Documents:]

2. Or circle that "general reference information" resource which you are describing in comparative terms:

Humanities Reference Staff;

Humanities Reference Collection;

Humanities General Collection; and/or

Other NPL Resources used to provide "general reference information under the terms of the 1988 NPL contract with NJSL.

Work Sheet for Characterizing the Levels of Reference Resources (cont.)

Date: March 17,1988

Name of Respondent: Lawrence Schwartz

Subject Area: US Documents

3. Position the resource selected in the following matrix and fill in the boxes:

Name of library:	Level of resource:	Standard (Indicate which is highest)
Most municipal PLs, Regional Contract Libraries, ie, West Orange PL	GV	
Most municipal PLS, Regional Contract Libraries, ie,Princeton PL	SOP	
Newark PL	ASOP	
Rutgers Univ, New Brunswick, or other academic libraries with special document collections	SR	

4. Xerox (from Working Paper #1) and edit the definitions of GV, SOP, ASOP, and Super Reference to describe the subject you are characterizing. Attach it to this form and return to:

Barbara M. Robinson
8018 Riverside Avenue
Cabin John, MD 20818

Definitions OK

Thank you for your assistance.

This page should be read with the 300s section because these collections are used together. For your information, I checked with our documents librarian and asked his opinion as to any other ASOP or SR libraries, he was reluctant to say any names, probably because of the many shades of grey, rather than black or white. Rutgers, I understand (I have only been working with these collections a few months) is almost a full depository, getting many of the areas we do, but also purchasing many of the publications listed in the monthly catalog that are not depository items). We have little knowledge about accessing this collection for answers to reference questions, although our documents librarian many know a great deal more about the physical setting.

As with social sciences, we have one staff member with 17 years in servicing both areas, with knowledge of peculiarities of items location, series, formats and in general, what one can expect to find in government documents. The rest of us must learn from him.

Many questions are received in this area, state-wide. Anywhere from 20-50% of our telephone questions monthly may deal with documents. They range from easy to complicated in ansering even though we may know where to look.

U.S. DOCUMENTS

The Collection

Approximately 700,000 publications, most of which are available for interlibrary loan. Since the library became the state's regional depository for Federal documents in November 1963, all titles distributed to depositories by the U.S. Government Printing Office have been received and retained (since they are served by a regional the state's forty-two selective depositories may discard after five years). The publications received from the Printing Office are those listed as depository in the Monthly Catalog of United States Government Publications. In addition, Readex microfiche of all material listed in the Monthly Catalog since 1981, both depository and non-depository, is being acquired and fiche-to-fiche duplication is available. At the Sciences Division the Auto-Graphics roll-fiche reader cumulating the Monthly Catalog since July 1976 is useful for subject, author, title, and report number searches. Other indexes at Sciences provide cumulative subject and title indexing prior to 1976. Holdings cover nearly every subject and in many areas date back to the 19th century.

Special Strengths

Pamphlets, periodicals and reports from the Departments of Agriculture, Defense, Education, Energy, Health and Human Services, Housing and Urban Development, Interior, Justice, Labor, State, Treasury and Transportation; and agencies such as Census Bureau, International Trade Administration, Environmental Protection Agency, NASA, Smithsonian Institution and Small Business Administration. Congressional hearings date mostly from after World War II. The Congressional Serial Set starts in 1789. Prior to 1908 it is mostly on microprint, for which the library does not have a printer.

Hours

Monday, Wednesday, Thursday: 9-9
Tuesday, Friday 9-5:30
Saturday: 9-5 (9-1 Summer)
Sunday: 1-5 (closed Summer)

Telephone

(201) 733-7812	Daily 9-5:30
(201) 733-7782	Evenings, Saturday & Sunday

Characterizing Levels of Reference Resources at the Newark Public Library:

Work Sheet for Characterizing the Levels of Reference Resources at the Newark Public Library

Respondent: Sallie B. Hannigan

Date: March 18, 1988

Title:

1. Circle that "subject reference resource" which you are describing in comparative terms (one per form):

Art:

Business:

Music:

New Jersey:

U.S. Patents:

U.S. Documents:

2. Or circle that "general reference information" resource which you are describing in comparative terms:

[✓ Humanities Reference Staff;]

[✓ Humanities Reference Collection;]

[✓ Humanities General Collection;] and/or

Other NPL Resources used to provide "general reference information under the terms of the 1988 NPL contract with NJSL.

TO: Barbara Robinson

FROM: Sallie B. Hannigan

SUBJECT: Humanities Division, Newark Public Library - Characterization of Reference Resources

DATE: March 18, 1988

HUMANITIES DIVISION

NEWARK PUBLIC LIBRARY

Reference Resources

Staff

The staff at the Humanities Division consists of six professional librarians in the following job classifications, one supervising librarian, two principal librarians, one senior librarian, and two junior librarians. All six librarians have masters' degrees in library and information science. The total work experience of the staff amounts to approximately 75 years. The time of the staff is dedicated solely to reference functions, and the staff itself can be characterized as advanced state of the practice.

One aspect of the staff which resists quantification is the dedication of each individual in her/his pursuit of the patron's answer and/or satisfaction. The Humanities staff also works as a team, and staff members consult with each other. We do not work in a vacuum, so we go outside the Division to make use of the expertise and skills of other staff members for both their knowledge of subject areas and their online capabilities.

One staff member has contributed recently to a book on women's studies. Her special interests and fields of knowledge are poetry, literature particularly women's writings, and Afro-American literature and history. Still another staff member's interests and hobbies concern U.S. history. Another staff member who speaks Spanish and Portuguese, brings to his work in the Division a special knowledge of Spanish and Latin literature. He has also a major in psychology which strengthens our ability to help patrons.

Because of the experience, knowledge, creative approaches, and dedication of the staff, we are able to provide outstanding or advanced state of the practice service to regional contract libraries in virtually every subject area. (Science and social science questions are referred to the Sciences Division.)

Collections

OOO's - Generalities, Bibliographies, etc.

This is an area which has been affected by budget cuts. Our purchases in information science and bibliography have decreased. However, we have maintained standing orders to such sources as

AMERICAN BOOK PRICES CURRENT, BOOKMAN'S PRICE INDEX, NATIONAL UNION CATALOG, and the NATIONAL UNION CATALOG MANUSCRIPT COLLECTIONS, ENCYCLOPEDIA OF INFORMATION SYSTEMS AND SERVICES, and others. Our purchase of primary and secondary bibliographies has not been comprehensive but only selective. However, through the use of OCLC, DIALOG, BRS, WILSONLINE, and NEXIS we are able to compensate for some lack of printed materials. (NEXIS is particularly helpful for questions as other librarians do not subscribe to this service.) Nevertheless, because of our collections of materials over the years in bibliographies, union lists, and materials on publishing, rare books, newspapers, and magazines, we can characterize the collections as state of the practice plus. We do buy all books published by the American Library Association, all current publishers' directories, major library and book collection periodicals, and of course encyclopedias and books of general knowledge. We have not bought recent cumulations of the BRITISH LIBRARY GENERAL CATALOGUE OF PRINTED BOOKS because the price is prohibitive, but we have kept the older set of the BRITISH MUSEUM GENERAL CATALOGUE through 1975.

A recent question illustrates both our use of the collec-tion and our ability to work creatively. A library wanted the address of the OXFORD DAILY BRIEF, a newsletter which neither we nor they could find in the printed directories, all of which we checked. A staff member checked the ENCYCLOPEDIA OF INFORMATION SYSTEMS AND SERVICES to discover that it is an electronic newsletter, full title OXFORD ANALYTICA DAILY BRIEF. Of course the source yielded the address.

100's - Philosophy, the Occult, Astrology, etc.

Our collection can be characterized as minus state of the practice. We purchase basic reference sets and books about major philosophers and movements. Because of local popular demand, our collection of materials on the occult and astrology is complete. We subscribe to PHILOSOPHERS' INDEX even though the source is available online.

100's - Psychology

Our collection can be characterized as state of the prac-tice. We subscribe and keep all periodicals published by the American Psychological Association, we have complete holdings of PSYCHOLOGICAL ABSTRACTS, and we have the standard editions of the works of both Freud and Jung. We seek to buy all major sets, and individual volumes concerning all aspects of psychology.

An interesting question came recently from a library who wanted us to identify Piaget's remark, "Play is the work of children." All books by Piaget, all biographical and psychological gooks about him, all quotation books yielded nothing. We then checked PSYCHOINFO online and found the answer.

200's - Religion, Mythology

Our collection is state of the practice plus, but we should like to improve it by purchasing new periodical subscriptions, new specialized reference books, and more duplications of titles for circulation. We have current and retrospective subscriptions to RELIGIOUS AND THEOLOGICAL ABSTRACTS, CATHOLIC PERIODICAL AND LITERATURE INDEX, and access online via BRS to RELIGION INDEX. Basic sets such as the old ENCYCLOPEDIA OF RELIGION AND ETHICS and the new ENCYCLOPEDIA OF RELIGION, directories, dictionaries, descriptions of religions and mythologies, symbol books, hymnals, Bible translations and commentaries are all in our collection.

Libraries have requested information on cults, addresses of organizations, descriptions of mythological themes and stories, and biographies of individuals all of which we have supplied. One staff member outside the Division has a thorough knowledge of hymns and the Bible, and she has aided us with both local and statewide patrons.

One question from a library involved an address and identification of a group in Milwaukee. After a search of both printed and online sources, we called the Milwaukee Public Library, and one of their staff members suggested that to her knowledge the group was really an institution on the outskirts of Minneapolis. Such it proved to be. This answer represented a satisfactory conclusion because we made the effort to consult outside sources.

400's - Language

Our collection is comprehensive in its holdings of all English language materials and Spanish language sources. We seek to buy all English-foreign language dictionaries and to purchase grammars and instructional materials including cassettes and records. Advanced state of the practice minus is the characterization.

The expertise of the staff is exemplified by the foreign language list I have attached. Several questions come regularly from libraries whose staff want translations of words and phrases. Just in the current month of March, a library called to know the Polish equivalent of "Cheers'" which the dictionaries did not include, but which our staff member knew. This same month another library wanted to identify a German girl's name, and the librarian had only the phonetic spelling. Current staff members as well as a former co-worker helped us with this question.

790's - Theater, Film, Television, Popular Entertainment, Sports

This collection is advanced state of the practice. Our dictionaries, sets of reviews, indexes, books of cast credits, narrative accounts, bibliographies, and periodicals are comprehensive. Selected titles are the ANNUAL FILM REVIEW, MAGILL'S SURVEY OF CINEMA, and FILM REVIEW INDEX, and sets of THE MOTION PICTURE GUIDE, THE NEW YORK TIMES THEATRE REVIEWS, THE NEW YORK TIMES FILM REVIEWS, and the periodical THE NEW YORK CRITICS' THEATRE REVIEWS. Celebrity directories, biographies of entertainers and athletes, and individual titles concerning the performing arts, sports, and recreational activities are parts of our collection. Our purchase of periodicals is extensive and includes both popular titles such as SPORTING NEWS and AMERICAN FILM as well as more scholarly titles such as FILM QUARTERLY.

An example of the the use of our comprehensive collection was a question from a regional contract library. We were asked to locate something which does not exist, that is, the published screenplay of THE WILD BUNCH. We undertook an exhaustive search and determined that this particular screenplay may be available in manuscript form but not as a published item. We informed the library where this particular writer-director's manuscripts are located and suggested patron write for confirmation.

Many staff members in and outside our Division are well informed in the fields of popular entertainment and sports, and we avail ourselves of their knowledge. One recent example was a request from a regional contract library for the address of the Miss USA beauty contest. A staff member knew it to be in Miami, and a check of the telephone book confirmed it.

800's - Literature Including Afro-American Literature

The resources at the Humanities Division are advanced state of the practice. The staff have special knowledge in this subject field as several have undergraduate majors in English or French literature. Their wide reading and familiarity with the collection make them an outstanding resource in this area. All six librarians have experience in using such specialized sources as MLA BIBLIOGRAPHY, YHE YEAR'S WORK IN ENGLISH STUDIES, THE YEAR'S WORK IN MODERN LANGUAGE STUDIES, and AMERICAN LITERARY SCHOLARSHIP.

Our collection is advanced state of the practice, and we have endeavored to maintain the comprehensiveness of our sources. We buy for both circulation and reference literary criticism of both major and minor American, British, and foreign authors. In the area of Afro-American literature, our collection can be considered super reference. We buy every work of literature and literary criticism, even those poorly reviewed or published by vanity presses. We have sought to buy every anthology indexed in GRANGER'S INDEX TO POETRY and every anthology indexed in INDEX TO BLACK POETRY. These special collections serve libraries throughout the state as we receive numerous requests for photocopies of poems in these anthologies.

We have indexed both the anthologies of original works and the volumes of literary criticism about Afro-American authors. This special file, the BLACK LITERATURE INDEX enables us to find quickly works by and about Black authors. We also maintain a Shakespeare file indexed by title of play and broad subject area to all critical works of Shakespeare in the reference collection One staff member has begun recently an index similar to the BLACK LITERATURE INDEX for Spanish and Latin American writers in both Spanish and Portuguese.

The original and critical works of and about Afro-American writers are in both reference and circulation. These materials we purchase because of local demand. However, the collection is in place for all state residents to use by coming in person or by inquiry through their local libraries.

We purchase all quotation books, and we find that demands from other libraries to identify quotations are heavy. We make use of online databases such as ARTS AND HUMANITIES SEARCH on BRS, MLA BIBLIOGRAPHY on DIALOG, HUMANITIES INDEX on WILSONLINE, and THE NEW YORK TIMES and other newspapers on NEXIS.

We have an extensive collection of literary periodicals including such items as STUDIES IN SHORT FICTION, MODERN LANGUAGE NOTES, and other serials indexed in HUMANITIES INDEX and MLA BIBLIOGRAPHY.

Two examples of the use of the expertise of the staff and the scope of the collection to provide effective and advanced state of the practice reference follow. A library requested us to locate critical comment in both English and Spanish about the work DOÑA BARBARA by Romulo Gallegos. The librarian through the use of such standard sources as MODERN LATIN AMERICAN LITERATURE and the use of more specialized sources such as HAPI or HISPANIC AMERICAN PERIODICALS INDEX was able to find a wealth of material. As the requesting library had MLA BIBLIOGRAPHY, he did not duplicate that search.

The other example concerns an identification of a quotation about Ireland. This a staff member found in THE TRAVELER'S DICTIONARY OF QUOTATIONS as the words in a poem by James Joyce. We were able also to furnish the library with the full text of the poem from one of the anthologies in our Granger collection.

Two more illustrations of the abilities of the staff are worth recording. A regional contract library asked us to locate the quotation, "Vanity, thy name is woman." The staff member recognized it to be incorrect and was able to find, "Fraility, thy name is woman," in several quotation books.

Another library asked us to locate Elbert Hubbard's A MESSAGE TO GARCIA. The librarian who made the request did not have the author, but several of our staff members knew, so the search became easy.

900's - American History

Our collection is advanced state of the practice, as an effort has been made to include all collections of documents, all sets such as THE AMERICAN DESTINY, all dictionaries and encyclopedias, and all narrative histories of each decade or period of American history. Every item which bears on Afro-American history is purchased, usually in multiple copies. We have recently bought with a grant the SCHOMBERG CLIPPING FILE on microfiche. Although purchased to meet the demands of local patrons, it, like all our Afro-American materials has potential use for all libraries and patrons in the state. We are attempting to improve and maintain our collections on Indians of North America and our sources on Canada.

Travel materials are included in the 900's, and we maintain up-to-date guidebooks and directories for all areas in the world with special emphasis on the U.S. Pamphlets, brochures, and clippings on travel are a highlight of our vertical file. We have multiple copies of the WPA guide series for each state and the major cities.

Our periodical collection in this area is superior and includes subscriptions to AMERICA: HISTORY AND LIFE, popular and scholarly magazines, and the serial publication, WRITINGS ON AMERICAN HISTORY.

Staff members in our Division have particular knowledge of American history. One staff member outside the Division has a master's degree in history, and his knowledge has helped us with many questions. Someinquiries recently received are the listing of U.S. Presidents who visited China, the location of primary sources concerning the California gold rush, and the location of information about Afro-American loyalists during the American Revolution. All of these we were able to answer because of staff knowledge and the scope of our collection.

900's - Latin American History

This collection is advanced state of the practice minus and is becoming stronger each year. We have bought several Spanish language encyclopedias, both general and specialized by country, histories of each nation, and histories of the various regions, and we own popular and scholarly histories of the Indians of the various regions. We buy all reference and circulation books concerning Puerto Rico and most about about Central America, the Caribbean, and South America.

One of our special collections in reference is the Puerto Rican collection of Spanish language materials. This collection covers all topics in the arts and sciences in addition to those of the humanities, but I have considered it appropriate to mention it here. The Spanish-speaking librarians enhance our use of this collection and provide a needed expertise.

900's - European History

We have struggled to maintain an advanced state of practice collection, particularly in the subject areas of World Wars I and II and Russian history. Some sacrifice in the purchase for circulation of scholarly materials has been necessary because of budget cuts. However, the knowledge of the staff and the maximum use of sources support the above characterization. We have bought historical dictionaries, narrative histories, and sets such as 20TH CENTURY and DICTIONARY OF THE MIDDLE AGES. We purchase scholarly periodicals such as JOURNAL OF MODERN HISTORY and SPECULUM and have access to HISTORICAL ABSTRACTS online via DIALOG.

Two questions demonstrate the ability of the staff and the scope of our collection. One library wanted the text of Zola's "J'Accuse" in English. Histories of France, dictionaries of French history, and biographies of Zola and Dreyfus were consulted. We were able to supply the answer because we had in reference the source, THE DREYFUS CASE: A DOCUMENTARY HISTORY. The other question involved the location of an historical map which would identify the Nazi government buildings. A staff member located such in a 1936 edition of Baedeker's GERMANY: A HANDBOOK FOR RAILWAY TRAVELERS AND MOTORISTS.

900's - Other History

This is an advanced state of the practice collection. We are particularly strong in ancient Greek, Roman, and Egyptian history. Our collection of general histories of both the African continent and individual African nations is growing. Among our periodical titles are GREEK, ROMAN AND BYZANTINE STUDIES, CURRENT BIBLIOGRAPHY ON AFRICAN AFFAIRS, and INTERNATIONAL AFRICAN BIBLIOGRAPHY.

920 - Biography

This advanced state of the practice plus collection includes all of the above mentioned subject areas as biographical information is located throughout the entire collection. Our material in the 920's or collective biography is comprehensive. We purchase all books indexed in BIOGRAPHY AND GENEALOGY MASTER INDEX and subscribe to THE PERSONAL NAME INDEX TO "THE NEW YORK TIMES INDEX." Clippings and pamphlets are a highlight of our vertical file. We maintain a subject file by field of endeavor or profession and country to all collective biographies in reference.

Questions which recently arrived from libraries concerned the current whereabouts of Eleanor Holmes Norton. As the library reversed the last two names, staff knowledge was paramount in finding the answer which was easily located in WHO'S WHO OF AMERICAN WOMEN.

Another library requested biographical information on the prominent Black politician and editor, Wesley McDonald Holder. Their staff had undertaked an exhaustive search and had found almost nothing. Through the use of THE PERSONAL NAME INDEX... we were able to locate several biographical articles in THE NEW YORK TIMES.

TO: Barbara Robinson

FROM: Sallie B. Hannigan

SUBJECT: Levels of Reference Resources

DATE: March 18, 1988

I am supplying the following characterization of the levels of reference resources with much reluctance. My labeling of the resources of other libraries in New Jersey may be unfair and unjust, as my knowledge of both staff and sources at other libraries is minimal. Please accept these characterizations as conjectures and do not use them as authoritative judgments. I am very uncomfortable about them and prefer that you do not quote me.

HUMANITIES

Commitment	Dewey No.	Description	Level
	000	General, Biblio Knowledge	SOP
NPL - local	100	Philosophy	-SOP
	100	Psychology	SOP
*Building	200	Religion	SOP-
*	400	Language, Dictionary	ASOP-
Maintain	790	Theater, Drama, Film, etc.	ASOP
Maintain not fall behind	800	Literature	ASOP
List in State Handbook ?		*Afro-American	SR
Build	900	*Latin American History	ASOP-
Build, Maintain		American History	ASOP
		European History	ASOP
		Other History	ASOP
	920	Biography	ASOP-

Work Sheet for Characterizing the Levels of Reference Resources (cont.)

Date: 3/17/87

Name of Respondent: Schwartz

Subject Area: 300s

3. Position the resource selected in the following matrix and fill in the boxes:

Name of library:	Level of resource:	Standard (Indicate which is highest)
	GV	
	SOP	
	ASOP	✓
	SR	

4. Xerox (from Working Paper #1) and edit the definitions of GV, SOP, ASOP, and Super Reference to describe the subject you are characterizing. Attach it to this form and return to:

Barbara M. Robinson
8018 Riverside Avenue
Cabin John, MD 20818

Thank you for your assistance.

Late October, the social sciences division combined with education, science and technology to form the Sciences Division, with the resultant mix of staff, with a high-low range of experience. Our strength is one man who has 14 years worth of social science/document experience. In this library, access to documents has always been through this desk unlike many other libraries with separate document sections. Thus the former social sciences division had both experience in this and documents.

The two collections have always been used together, perhaps certain social sciences materials being used to determine what appropriate government documents, subjects etc, might be available. Also many of the documents are physically shelved the Division, that lends itself to this kind of thinking. A list of publications follow that show major publications purchased to service our using both collections. We doubt if any other RCL has all of these services and we bought them to service our collections and not necessarly because we provided state-wide services. I think this is reverse thinking to what and how we purchase;

For the social sciences-

1. Statistical REference Index (monthly and abstracts, for non federal statistical sources

2. Index to International Statistics (monthly and abstracts, for intergovernmental organizations

3. CCH Labor Law Reporter (weekly loose-leaf service)

4. CCH Employment Practices Guide (biweekly loose-leaf service)

For US Documents-

1. CCH Congressional Index (weekly looseleaf service)

2. CIS Index and Abstracts (weekly, congressional)

3. American Statistics Index & Abstracts (monthly ,International intergovernmental organizations)

4. CQ Weekly Reports

Work Sheet for Characterizing the Levels of Reference Resources (cont.)

Date: 3/17

Name of Respondent: Schwartz.

Subject Area: 600s

3. Position the resource selected in the following matrix and fill in the boxes:

Name of library:	Level of resource:	Standard (Indicate which is highest)
	GV	
	SOP	
	ASOP	
	SR	

4. Xerox (from Working Paper #1) and edit the definitions of GV, SOP, ASOP, and Super Reference to describe the subject you are characterizing. Attach it to this form and return to:

Barbara M. Robinson
8018 Riverside Avenue
Cabin John, MD 20818

Thank you for your assistance.

The 600s-applied sciences is an area we intend to concentrate on even more than before, especially our general circulating and periodical collections. To this goal, we have reduced or eliminated the areas that play no role for us, primarily in chemistry and engineering, where we believe other libraries are taking up this slack, especially higher education libraries.

Some of the areas we are strong in include car manuals, health dictionaries handbooks and encyclopedias, national standards, food and nutrition, SAMS schematics for television.

To my knowledge nothing is specifically bought because we see/saw ourselfs as a state resource, rather that we were a large public library and we thought we should have this. Of course this is a recently assimilated collection with the other sciences area, and I have only been working with this for about 6 months

Feb 26,1988

To: Barbara Robinson
From: Larry Schwartz, The Sciences Division
Re: Costs study in providing state services

The Sciences is a newly created division (officially August 1987, combined desks in October 1987) consisting of the former Education, Science & Technology and Social Science Divisions. As with Humanities Division, we provide regional reference service to all member libraries within our region, and more pertinent, we provide state-wide services in sciences, technology, education and social sciences to NJ through:

1. the Regional Contract Libraries (RCLs) and
2. all libraries in NJ for
    a. US Patents and Trademarks
    b. US Government Documents

It should be apparent and noted that no other division has so many diverse functions and NONE provide two select state-wide services other than this Division.

Staff

The staff consists of 5 professional librarians, down from an authorized 6. The Supervising Librarian has 14 years professional experience, 7 in municipal reference and 7 in Interlibrary Services; One Principal has 17 plus years experience, 14 professional, 7 in education, 3 in cataloging and 4 in general reference. Her principal task is collection development. Another Principal has 20 years total experience, 17 professional, all in social science. His principal task is reference head; One Senior has 10 years experience, 5 years professional, 1 in art/music, 4 in science and technology and on-line searching. One Junior has 24 years experience, 1 year professional at science and technology. All staff do reference ; none are fully dedicated to either US Patents and Trademarks or US Government Document work.

Reference from RCLs

It is my perception that we answer questions from RCLs (and other libraries within this region) when their resources are not sufficient, or as apparent to me, when their staffs either do not know what local materials to use, or are too busy to do the preliminary work. It should be noted that anywhere up to 20% of the professional staffs of NJ libraries may leave their jobs in any one year. These questions then, may vary from from garden variety to come complex, but this would especially be the case for social sciences (excluding documents), where we are noted to be very strong.

Most statewide questions received from RCLs center around the following interests:

300s-US & foreign Constitutions, American law and cases, US and foreign economic statistics, taxes, social and political science handbooks, dictionaries, and encyclopedias, US codes, Congressional happenings, criminology, black studies, sociology and economics

500s-Science dictionaries, handbooks and encyclopedias

600s-Car manuals, health dictionaries, handbooks and encyclopedias, national standards, food and nutrition, SAMS photofacts.

Since some sources at most RCLs may be consulted, a more complex, or state of the art service is given here.

US Patents and Trademarks

No library answers general questions except to refer them to NPL. General questions include descriptions of this collection, a general process on how to go about a patent search, responsibilities of both patrons and NPL, and perhaps how to obtain copies of patents. Patent searches always include use of a combination of sources, ie, manuals, microfiche, and database searching. This is certainly advanced state of the art work. Questions regarding the subjects of patents, names of inventors, dates of inventions may take more time and are of a complex nature, especially if it involves patents issues before 1872 as they are on microfilm with a less easy to use format. This is also an advanced state of the art process. Questions involving a combination of sources, CASSIS and especially other on-line sources may involve a staff member not assigned to this division, although one member of our division does act as his assistant. Often, trademark searches require the above mentioned combinations in addition to a difficult manual search of the Official Gazettes to find the actual marks. Outside consultation has been required in some cases. It is noted that the division does have varying degrees of on-line personnel capabilities ranging from excellent to none.

Figures from the last three months of CASSIS searching may give you some idea of the workload involved. For Nov 1987 we logged-on 21 times and searched the classification mode (CM) 95 times. In Dec 1987 we logged-on 33 times, did 134 CMs and 24 other modes for a total of 158 modes. In January 1988 we logged on 44 times and 134 CMs and 92 other modes for a total of 226 modes. This figures do not reflect any other patent reference questions which require the combined searching techniques as previously mentioned.

US Documents

For as long as statistics have been kept for our combined division, we average about 400-600 telephone calls a month and 1400-1600 in-person requests. I estimate that 20-50% of the telephone calls can relate to documents.

Almost nothing is really garden variety. Finding lists, catalogs, com-catalogs, subject bibliographies are usually first consulted in conjunction with each other just to identify. This process I would describe as state of the art. Other stages of the process may be in obtaining documents, for example in determining if we hold the rules and regulations of the Nuclear Regulatory Commission, we may have parts of several series. Usually this is not identifiable from available sources and may involve consultation with other librarians, or the agency itself. Obtaining documents also involves knowledge of the latest dates of publication, and formats. Identification is often through other general social science publications, especially looseleaf services, newspapers or on-line services.

Some libraries and sometimes the public feel that in addition to identification and locating documents for them, review of the materials for find detailed and specific answers is additionaly part of our responsibility. In some areas this does not present a problem, especially if detailed knowledge of a subject is not required to interpret the materials. In other ares this may be open to negotiation. Examples of this may be in taxation, budgets, pensions and laws. I believe it is clear that this process is advanced state of the art.

Characterizing Levels of Reference Referral
at The Bureau of Law and Reference

May 24, 1988

Characterizing Levels of Reference Resources: the Bureau of Law and Reference

Worksheet

Respondent: Margaret Nizolek Date: 6/21/88

Title: Librarian II

1. Circle that "subject reference resource" which you are describing in comparative terms (one per form):

[✓ Foundations:]

Genealogy:

Jerseyana:

Law:

NJ Documents:

US Documents:

Governmental Reference (general reference):

2. Position the resource selected in the following matrix and fill in the boxes:

Name of library:	Level of resource:	Standard (Star the highest)
Any NJ public library that isn't a Regional contract library or an Arts Management Collection	GV	
Cumberland County Library County College of Morris Library	SOP	(Associate collections)
Arts Management Collections		
New Jersey State Library *	ASOP	
The Foundation Center Library *	SR	

4. Xerox and edit definitions of GV, SOP, ASOP, SR from Working Paper #1 to describe the subject you are characterizing. Attach to this sheet and return to B. Robinson, 8018 Riverside Ave., Cabin John, MD 20818

Resource Levels of Public Libraries
Foundation and Grants Information

Garden Variety:

Staff have some reference training but their time isn't dedicated solely to question handling or other reference functions. Information resources are those commonly found in a small reference collection and include the Readers' Guide to Periodical Literature, local telephone directories, and Who's Who in America. No data base searching and little or no long distance telephone inquiry.

State-of-the-Practice:

Staff usually have an MLS and are trained to handle reference. Their time is not dedicated solely to question handling or other reference functions. Reference collection, periodicals collection and general collection are moderately sized. Reference sources include: periodical indexes, New York Times Index, general biographical directories, major city telephone directories, The Foundation Directory, Source Book Profiles, National Data Book, The Foundation Grants Index and The Mitchell Guide: New Jersey. They may also have some corporate giving directories. The general collection includes some books on fund raising and proposal writing. They may have access to online searching and make moderate use of telephone inquiry.

Advanced-State-of-the-Practice:

Staff are very experienced professionals with MLS degrees and subject expertise. Their time is largely dedicated to reference functions. Staff work with large and/or very specialized collections-reference, periodicals, government documents, foundations and general collection -- which have depth, breadth and currency. Resources include: periodical and newspaper indexes, general and specialized biographical directories, U.S. telephone directories, all publications of The Foundation Center, other publishers foundation and corporate giving directories, state foundation directories, subject specific foundation directories, IRS 990-PFs for New Jersey and access to those of other states, foundation annual reports and newsletters, Catalog of Federal Domestic Assistance, Cumulative List of Organization, specialized periodicals, and books on fund raising, proposal writing, nonprofit management, history of philanthropy, voluntarism and corporate philanthrophy. They have online searching capability of many databases and make moderate to extensive use of telephone inquiry.

Super Reference:

Staff are experienced professionals with MLS degrees and subject expertise. They work with a highly specialized collection - making an effort to be as comprehensive as possible in the field of philanthropy. They have online search capability and make use of telephone inquiry as needed.

May 24, 1988

Characterizing Levels of Reference Resources: the Bureau of Law and Reference

Worksheet

Respondent: R. L[illegible]

Date: 7 Jun. 88

Title: [illegible]

1. Circle that "subject reference resource" which you are describing in comparative terms (one per form):

Foundations:

[✓ Genealogy:]

Jerseyana:

Law:

NJ Documents:

US Documents:

Governmental Reference (general reference):

2. Position the resource selected in the following matrix and fill in the boxes:

Name of library:	Level of resource:	Standard (Star the highest)
	GV	
	SOP	
	ASOP	
	SR	

4. Xerox and edit definitions of GV, SOP, ASOP, SR from Working Paper #1 to describe the subject you are characterizing. Attach to this sheet and return to B. Robinson, 8018 Riverside Ave., Cabin John, MD 20818

CHARACTERIZING LEVELS OF REFERENCE RESOURCES.

Robert Lupp
Genealogy--New Jersey State Library
Standards/Definitions

PREFACE: Genealogy is by its nature a do-it-yourself project. It is the function of genealogical reference collections to have materials available and staff that can provide guidance but not to do the actual research for the patron. Many patrons need a great deal of individual attention and advice, however, in the use of materials, in research methods, and in possible avenues of further exploration.

GARDEN VARIETY. Has a few books on how to do it, a local history or two, maybe a few local, published genealogies. No special staffing or funding. Can serve only as a very first step to get somebody started.

STATE OF THE PRACTICE. Has some printed genealogies, some state and local and one or two national genealogical periodicals, basic handbooks, guides, bibliographies, how-to books, indexes. Also has local and state historical materials to supplement these. May sponser a genealogical club that helps to build and maintain the local collection. Has the census reels for its own county for each available census. Not a full time responsibility for a staff member, but the staff librarian will have some experience and knowledge. Burlington County Library represents a high level of SOP.

ADVANCED STATE OF THE PRACTICE. Has a much larger and more advanced collection that moves beyond the immediate area to the greater multi-state regional area. Has a staff member assigned to the collection. Supplemented by strong collection of local history materials. Collects some manuscript materials as well as published materials. Supported by good funding. By the nature of this, the libraries at this level each have their own special strengths. The New Jersey Historical Society has a DAR collection and is strongest in North Jersey genealogy and history. Rutgers University, Alexander Library, Special Collections has the collections and materials of the New Jersey Genealogical Society as well as numerous manuscripts. Gloucester County Historical Society is strong in Southern New Jersey. The Morristown/township Library has an excellent collection of these materials also.

The State Library tries to deal with all of New Jersey in printed form with an in-depth collectin of support materials (guides, handbooks, indexes, etc) and some materials from each of the other 49 states. Also, some guides to foreign genealogy, passenger lists, heraldry. We also have all available New Jerey censuses on microfilm as well as surrounding states until 1850. Our staff contains two very well experienced genealogists. One built the current genealogical collection during her 27 years on the staff. The other also has many years experience in New Jersey genealogy and has done much indexing, abstracting and publication on her own.

SUPER REFERENCE. Genealogical Society, Salt Lake City. Daughters of the American Revolution, Washington, D.C. New York Genealogical and Biographical Society, N.Y.C. Have huge collections of materials including published and manuscript items. Regional or national in scope. Staffed by full time manuscript and genealogy librarians supplemented by volunteers.

May 24, 1986

Characterizing Levels of Reference Resources: the Bureau of Law and Reference

Worksheet

Respondent: R. Lane

Date: 7 June 86

Title: Supervising Librarian

1. Circle that "subject reference resource" which you are describing in comparative terms (one per form):

Foundations:

Genealogy:

[✓ Jerseyana:]

Law:

NJ Documents:

US Documents:

Governmental Reference (general reference):

2. Position the resource selected in the following matrix and fill in the boxes:

Name of library:	Level of resource:	Standard (Star the highest)
	GV	
	SOP	
	[✓ ASOP]	
	SR	

4. Xerox and edit definitions of GV, SOP, ASOP, SR from Working Paper #1 to describe the subject you are characterizing. Attach to this sheet and return to B. Robinson, 8018 Riverside Ave., Cabin John, MD 20818

CHARACTERIZING LEVELS OF REFERENCE RESOURCES.
Robert E. Lupp
Jerseyana--New Jersey State Library
Standards/Definitions

GARDEN VARIETY. Has at least one standard volume on New Jersey history, probably by Cunningham. Has a few other items of recent vintage such as the NEW JERSEY WEATHER BOOK, a Legislative manual, and a guidebook. Should have at least one book on New Jersey Indians. Can provide answers to the most basic reference questions on New Jersey, especially to fifth-graders doing their New Jersey unit. Should have at least one up-to-date and detailled New Jersey map in addition to a map of the local area.

STATE OF THE PRACTICE. Has at least five shelves of books and materials on New Jersey subjects, not all on history. Should have at least a few maps and some pictures of New Jersey. Reference staff assigned have some knowledge of the subject and the available materials. SOP can range widely; two of the better examples would be Ocean County Library which maintains a separate research room and Morris County Library which has its collection in the main reference room.

ADVANCED STATE OF THE PRACTICE. Newark Public Library's New Jersey Room and the State Library are probably at this level. Large but not exhaustive collections of printed materials are maintained on all aspects of New Jersey. County and local history materials at least back to the 1876 "mugbook" era, biographies of Jerseyans in all fields, political studies, industries, fiction, etc., are all maintained. Pictures should exist for the entire state: Newark has a very large picture file, the SL has a good collection of postcards as well as a small general picture file. This level should also have a large, historical collection of maps. A comprehensive collection of doctoral dissertations on New Jersey topics is maintained at the State Library which is also beginning to collect audio tapes and assorted NJ videos. ASOP contributes to the dissemination of New Jersey information by the production of indexes, bibliographies, and directories. At State Library, staff members each have their personal knowledge of various aspects of Jerseyana although nobody qualifies as a broad-based or ultimate authority. I am not sure how Newark should be described, but I would describe SL as being a bit more oriented towards the provision of reference and research resources than towards doing a great deal of in-depth research. Advice is given on how to structure research. The State Library also tries to provide circulating copies of materials so far as possible.

SUPER REFERENCE. Such a level would have the time and acknowledged experts in the field to do constant and detailed reference and research work. The collection would combine the individual strengths of Newark and the State Library.

May 24, 1988

Characterizing Levels of Reference Resources: the Bureau of Law and Reference

Worksheet

Respondent: Bob Bland

Date: June 16 1988

Title: Law Coordinator

1. Circle that "subject reference resource" which you are describing in comparative terms (one per form):

Foundations:

Genealogy:

Jerseyana:

[✓ Law:]

NJ Documents:

US Documents:

Governmental Reference (general reference):

2. Position the resource selected in the following matrix and fill in the boxes:

Name of library:	Level of resource:	Standard (Star the highest)
	GV	
	SOP	
	ASOP	
	SR	

4. Xerox and edit definitions of GV, SOP, ASOP, SR from Working Paper #1 to describe the subject you are characterizing. Attach to this sheet and return to B. Robinson, 8018 Riverside Ave., Cabin John, MD 20818

Garden Variety General public or college library with basic legal reference tools. (see attached list) Law materials would include New Jersey Statutes and Regulations, Federal Statutes, New Jersey bill index, some basic textbooks in law such as the nutshell series, some ready reference law materials such as NJ Lawyers Diary and Shepards Acts and Cases by Popular Name and a practice/form series for New Jersey. No specific staff assigned to law since all staff are primarily general reference staff but will know something of the law material. Some staff have attended a work shop on legal reference work. Minimal use of data bases containing legal information. Staff will use phone to secure more detailed legal material or reference help.

State of the Practice General Public Library with moderately sized law collection. Law collection should include garden variety list and court cases from New Jersey, U.S. Supreme Court and some lower Federal Courts, digest/indexes/citators for court cases, a reasonably good collection of text books for New Jersey and Federal law, court rules and other practice material. Staff would still be general reference librarians but would have higher level of expertise in using law materials. Staff should have a full semester course in legal research. Should use general computer data bases with legal information, perhaps have Lexis or Westlaw (Data Bases devoted to law material.) Staff will make frequent use of telephone for legal material or information not onsite.

Advanced State of The Practice This level should contain an increasingly extensive law collection. There should be legal encyclopedias, full range of court cases from federal and some other states, state statutes from some other states, a moderate collection of law journals and an in-depth collection of textbooks and practice materials in certain areas of law such as criminal law, trial practice or taxation. There should be a relatively extensive collection of ready reference material such as directories, dictionaries, and other quick information sources. Staff should be largely devoted to legal reference, although they may handle some general questions. Staff should have high degree of legal reference expertise and make extensive use of computers with legal data bases. Use of outside resources would involve specialized information needs or obscure materials.

I know of no public libraries in this catogory. There are a number of large law firm libraries and the attorney Generals Library which would fit this ciriteria. Service would, however, have more of an internal than "public" focus.

Super Reference The collection has expanded to a large law collection. It should contain a comprehensive law journal collection, an in-depth collection of textbook and practice material on a wide range of subject areas such as estates, bankruptcy, copyright, military law etc., and all out of state statutes, regulations and court cases. There should be a comprehensive ready reference collection and a collection of historical specialized material for indepth research. Staff should be devoted to law reference and collection/resource development. Lexis and Westlaw used extensively by staff. The number of phone calls to outside sources will drop since most questions can be handled onsite. Staff should have extensive experience in legal reference.

In addition staff should be involved in development of special reference services such as indexing, preparing bibliographies, preparing legislative histories, and consulting with other libraries on collection and reference services.

In New Jersey, the State Library's Law Library and the three New Jersey Law School Libraries would fit into this catogary. The focus of service is on students and faculty at the law schools. However, they do handle requests from lawyers and law firms for specialized legal material and some reference help.

Out of state, there are a handful of state law libraries who fit this category. New York, Pennsylvania, Connecticut and California are states that have a public full service law library used by state government, lawyers, citizens and other libraries. Most other states have a law library used primarily by the court system and attorneys.

The New Jersey State Library Law Section fits into this catogory. While comparable in collection and staff expertise to the libraries noted above, we have very strong programs in consulting with all types of libraries and in providing specializied services such as compiling legislative histories and indexing. In addition, staff experience in the State library Law Section is perhaps unique. The coordinator has 17 years experience in law libraries and has both a law degree and a library science degree. Other reference staff have taken a legal bibliography course and have 22 years, 16 years, 11 years and 9 years experience respectively in law libraries most of which is at the State Library.

May 24, 1986

Characterizing Levels of Reference Resources: the Bureau of Law and Reference

Worksheet

Respondent: R. [illegible]   Date: 7 Jun. [illegible]

Title: Supervising Librarian

1. Circle that "subject reference resource" which you are describing in comparative terms (one per form):

Foundations:

Genealogy:

Jerseyana:

Law:

[✓ NJ Documents:]

US Documents:

Governmental Reference (general reference):

2. Position the resource selected in the following matrix and fill in the boxes:

Name of library:	Level of resource:	Standard (Star the highest)
	GV	
	SOP	
	ASOP	
	SR	

4. Xerox and edit definitions of GV, SOP, ASOP, SR from Working Paper #1 to describe the subject you are characterizing. Attach to this sheet and return to B. Robinson, 8018 Riverside Ave., Cabin John, MD 20818

CHARACTERIZING LEVELS OF REFERENCE RESOURCES.

Robert Lupp
NJ Documents--New Jersey State Library
Standards/Definitions

GARDEN VARIETY. Has a minimal collection that probably consists of the Legislative Manual, the Governor's Budget and Taxpayer's Guide, and current lists of legislators, congressmen and U.S. senators. Should know which library is their closest secondary depository for New Jersey documents. No special staff member is assigned to this function.

STATE OF THE PRACTICE. The 54 New Jersey public and academic libraries officially designated as secondary depository libraries for New Jersey state government publications. These provide access by subject to publications which are held for five years. (Some elect to maintain items indefinitely). The technical sophistication and complexity of organization varies; however, effectiveness in locating materials is what is important. A full-time professional librarian is assigned to the collection as one of her/his duties. Reference assistance is provided at all times that other reference assistance is provided. Ocean County Library and Montclair State College are two examples.

ADVANCED STATE OF THE PRACTICE. Collections of New Jersey state publications with extended runs of materials back into the nineteenth century. Material is cataloged. Expert. experienced librarian(s) assigned to the collection who know how to use Hasse's index and maintain close contacts with the State Library. There is nobody fully at this level. Rutgers--Alexander/Sci-Med and Newark Public Libraries both approach this level in different ways.

SUPER REFERENCE. The State Library as the official reference depository collection and the supplier of materials to the secondary depository libraries occupies this spot. Has the largest collection of NJ documents. Works with the rest of state government in locating documents and information. Provides bibliographic control, publishes bi-monthly Checklist of publications and other guides and lists. Refers private patrons back to local depository with specific information for item to request. The two senior members of the documents staff have 14 and 10 years experience in documents matters.

May 24, 1988

Characterizing Levels of Reference Resources: the Bureau of Law and Reference

Worksheet

Respondent: Beverly Railsback Date: 6/10/88

Title: US Documents Librarian

1. Circle that "subject reference resource" which you are describing in comparative terms (one per form):

Foundations:

Genealogy:

Jerseyana:

Law:

NJ Documents:

[✓ US Documents:]

Governmental Reference (general reference):

2. Position the resource selected in the following matrix and fill in the boxes:

Name of library:	Level of resource:	Standard (Star the highest)
	GV	
	SOP	
	ASOP *	
	SR	

4. Xerox and edit definitions of GV, SOP, ASOP, SR from Working Paper #1 to describe the subject you are characterizing. Attach to this sheet and return to B. Robinson, 8018 Riverside Ave., Cabin John, MD 20818

U. S. DOCUMENTS

Garden Variety

Information Resources:	Statistical Abstract Congressional Directory Government Manual Zip Code Directory
Kinds of Questions:	Government addresses Zip Codes Government offices/officials Functions of government agencies How many x in U. S./state/large city Rate/index number of X
Staff:	Staff persons have some reference training. Little or no training in documents resources.

State-of-the-practice

Information Resources:	Census of Population & Housing for state/local area Business Censuses for state Agricultural Statistics Digest of Educational Statistics County Business Pattersn for U. S./state Survey of Current Business Monthly Labor Review Vital Statistics of the U. S. Transportation Statistics Handbook of Labor Statistics Occupational Outlook Handbook Industrial Outlook Budget of the U. S. Government Catalog of Federal Domestic Assistance Code of Federal Regulations Congressional District Data Book Congressional Record County-City Data Book Federal Register Historical Statistics of the U. S. Monthly Catalog Publications Reference File Slip Laws (Public) Statutes at Large Subject Bibliographies U. S. Code Weekly Compilation of Presidential Documents

S.O.P.

Kinds of Questions:	Demographics - U. S./state/city Economic statistics Occupation/labor information Sources of government assistance/information What is the law or regulation? Identify documents Information/statistics about government agencies/ operations Marketing Where can I find X document
Staff:	Staff have M.L.S. Trained in reference, may have some training in documents resources and reference. Time not dedicated to question handling or documents work.

Advanced-State-of-the-Practice

Information Resources:	Collect data for all states and places in the U.S . Historical collection - back to 1900 or before Commercial indexes/directories such as American Statistics Index, Congressional Information Service, and the Yellowbooks. Government Reports announcements & Index Online including Dialog and selected bulletin boards CD-ROM - Monthly Catalog Ready access to P.C. Press releases
Kinds of Questions:	Up to date statistical information Up to date directory information Statistics for entire U. S. Statistics and information prior to 1940 When & how to go to computerized sources
Staff:	Staff are experienced professionals with expertise in documents resources. Their time is dedicated to reference functions or work with the documents collection. They have online searching capability and search commonly used data bases as well as some special bulletin boards, etc.

Super Reference

Information Resources:	Computer tapes Main-frame computer Comprehensive colleciton of federal documents All documents cataloged Extensive online subscriptions
Kinds of Questions:	Cross tabulate data Extensive on-line searching
Staff:	Government Documents Department and staff dedicated to documents service. No general reference service is expected of this staff. Have expertise in computer searching/use. Can use common statistical packages.

May 24, 1988

Characterizing Levels of Reference Resources: the Bureau of Law and Reference

Worksheet

Respondent: Harold Dunn Date: 24 June 1988

Title: Librarian I

1. Circle that "subject reference resource" which you are describing in comparative terms (one per form):

Foundations:

Genealogy:

Jerseyana:

Law:

NJ Documents:

US Documents:

[✓ Governmental Reference (general reference):]

2. Position the resource selected in the following matrix and fill in the boxes:

Name of library:	Level of resource:	Standard (Star the highest)
	GV	
	SOP	
NJ State Library	ASOP	*Enoch Pratt
	SR	

4. Xerox and edit definitions of GV, SOP, ASOP, SR from Working Paper #1 to describe the subject you are characterizing. Attach to this sheet and return to B. Robinson, 8018 Riverside Ave., Cabin John, MD 20818

CHARACTERIZING LEVELS OF REFERENCE RESOURCES: GOVERNMENTAL REFERENCE, NJSL

SERVICE STRUCTURE

We run a general information service at the State Library in which we are called upon to supply information of widely ranging complexity and sophistication on a broad variety of topics. The staff consists of one Supervising Librarian, two Librarians I and three Librarians II, all of whom have MLS degrees, extensive reference experience, and moderate to extensive training in and experience with online systems.

Because of the nature of the service the staff must be able to adjust to and respond to almost any level of request in nearly any area. In practice the staff is able to draw upon various resources:

a.. Staff expertise in specific subject areas. This is admittedly the luck of the draw -- we have no policy of hiring subject experts to fill a need. Such expertise that the staff may display in a specific area is primarily the result of prior education, inclination and voluntary effort.

b.. Material holdings of the library: Good current and retrospective holdings of standard and specialized reference tools in a variety of formats.

c.. Access to an extended range of material through online and document delivery services. Full-text access to a slate of regional, national and international news sources, as well as to a cross-subject range of journal literature; access to industry, governmental, military and financial standards and specifications.

d.. Document delivery services. Delivery service must be considered an integral part of any service in which currency is an issue. The staff make extensive use of extended systems and advanced office technology in this area to achieve high levels of service.

DEFINING LEVELS OF SERVICE

GARDEN VARIETY SERVICE

Definition: The staff have reference training to handle questions. The time of the staff is not dedicated solely to question handling or necesarily to other reference functions. Resources are those found in a small reference collection. No database searching and little or no long distance telephone inquiry is used.

Libraries typical of this Category:
Hamilton Township Public Library
Lambertville Public Library

Types of Question: Book location requests, catalog checks, addresses and telephone numbers of businesses, specific simple information (i.e. What time is it in Karachi? Is Perry Como dead?), CPI information, provision of photocopy from owned materials.

Resources Employed:
Whatever is owned on site
The World Almanac
Book of the States
Telephone directories
Who's Who in America

STATE OF PRACTICE

Definition:

Staff have a Masters in Library Science or equivalent, are trained to handle reference, and have some reference experience. Their time is not dedicated solely to question handlng, or necessarily to other reference functions. Staff work with moderate sized reference collection, periodicals collection and general collection. They may have access to online searching for commonly held databases. They make moderate use of telephone inquiry for tapping outside expertise and resources.

Typical libraries of this category:

Morris County Library
Somerset County Library
Monmouth County Library

Types of Question:

Area information for states or countries.
Industry surveys
Stock/financial information
Basic to advanced health information
Citation identification and location

Typical resources employed:

Industry specific guides and directories (Thomas Grocery Register, regional industrial and manufacturing guides)
Biographical directories and compendia
Specialized tools of specific subject areas -- i.e. Weisenbergers Investment Service, KOMPASS guides.
Magazine and newspaper indices including specific subject indices and subject bibliographies.

ADVANCED STATE OF PRACTICE

Definition:

Staff are very experienced professionals with MLS degrees and may have expertise in a subject area as well, though not necessarily a second masters. Time dedicated solely to reference functions and predominately to question handling and collection development. Staff work with large specialized collections which have depth as well as breadth and are current. They have funds available to access specialized as well as commonly-used databases and make moderate to extensive use of telephone inquiry and advanced document delivery techniques.

Typical Libraries of this category:

Pennsylvania State Library
New Jersey State Library
Enoch Pratt (Baltimore)

Typical Questions:

Current political situation and assessment of risk in international areas.
Consumption of soft drinks in Mexico, most current figures.
Comprehensive literature searches in a variety of subject areas.
Identification and provision of obscure reports and documents.
Provision of financial information on companies.
Identification and background on a variety of people.
Detailed demographic data .

Typical Resources used:

Resources include access to a broad range of bibliographic an full-text databases including newspaper and newswire text sources.
Access to business and financial information in paper and online.
A comprehensive collection of document location tools.
National and international collections of telephone directories, industrial and corporate guides, manuals and bibliographies.
Statistics Reference indices.
General collection.

END

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